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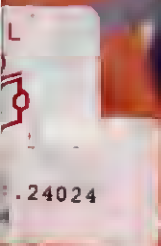


Professional English

Secretarial

Alison Pohl

Series Editor: Nick Brieger



ENGUIN ENGLISH GUIDES

Test Your



Professional English Secretarial

Test Your Professional English: Secretarial is one in a series of ten useful *Test Your Professional English* books. This thoroughly revised and updated edition features 60 clear and simple tests for students or people working in administrative positions such as secretaries and personal assistants. The book is organized into 8 sections and covers over 500 key words and expressions in areas such as the office environment, telephoning, the latest technology, meetings, handling visitors, written communication and money matters.

- 60 tests covering over 500 key words and expressions
- Wide variety of tests, including crosswords, cartoons, fill-the-gaps, and many more
- NEW – Tips on using English for work
- A-Z word list and full answer key
- Ideal for self-study and classroom use



Advanced
Upper Intermediate
Intermediate
Pre-intermediate
Elementary
Beginner



Adults
16+
12-15
Primary

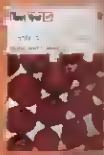
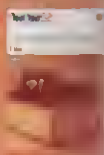


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To the student

Do you use English in your work or in your studies? Perhaps you are working in an English speaking country or perhaps you need English to communicate with people from other countries. Whatever your background, the tests in this book will help you improve your English. You can check your knowledge of key vocabulary and essential expressions and see how these terms are used. This will help you to communicate more effectively and confidently in your work or in your studies.

The book has been divided into eight sections. Each section deals with an important topic area in the field of secretarial work from the office to money matters. You may choose to work through the book from beginning to end or may find it more useful to select chapters according to your interests and needs.

Many tests also have tips (advice) on language, language learning and professional information. Do read these explanations and tips: they are there to help you.

To make the book more challenging and more fun, many different kinds of tests are used, including sentence transformation, gap-filling, word families, multiple choice and crosswords. There is a key at the back of the book so that you can check your answers; and a word list to help you revise key vocabulary.

Vocabulary is an important part of language learning and this book will help you to develop your specialist vocabulary. When you are learning vocabulary, notice how words are used (grammar) and when they are used (context). Perhaps you only need to recognise certain items of vocabulary when you read or hear them but if you need to be able to use them yourself at a later date, practise making sentences of your own. The tests in this book will help you check what you know and increase your knowledge of new concepts and terms in a structured and systematic way.

The full series consists of:

Test Your Professional English: Accounting	Alison Pohl
Test Your Professional English: Business General	Steve Flinders
Test Your Professional English: Business Intermediate	Steve Flinders
Test Your Professional English: Finance	Simon Sweeney
Test Your Professional English: Hotel and Catering	Alison Pohl
Test Your Professional English: Law	Nick Brieger
Test Your Professional English: Management	Simon Sweeney
Test Your Professional English: Marketing	Simon Sweeney
Test Your Professional English: Medical	Alison Pohl
Test Your Professional English: Secretarial	Alison Pohl

1 Office items

Write the number of each item next to the correct word or phrase.

stapler 5

staples

hole punch

scissors

paper trimmer

foldback clips

paper clips

drawing pins

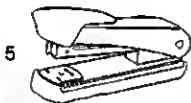
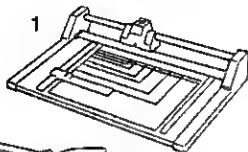
Post-it notes

magazine file

diary

calculator

correction fluid

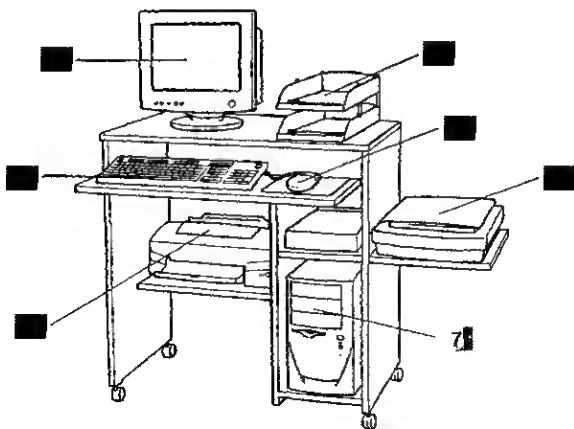


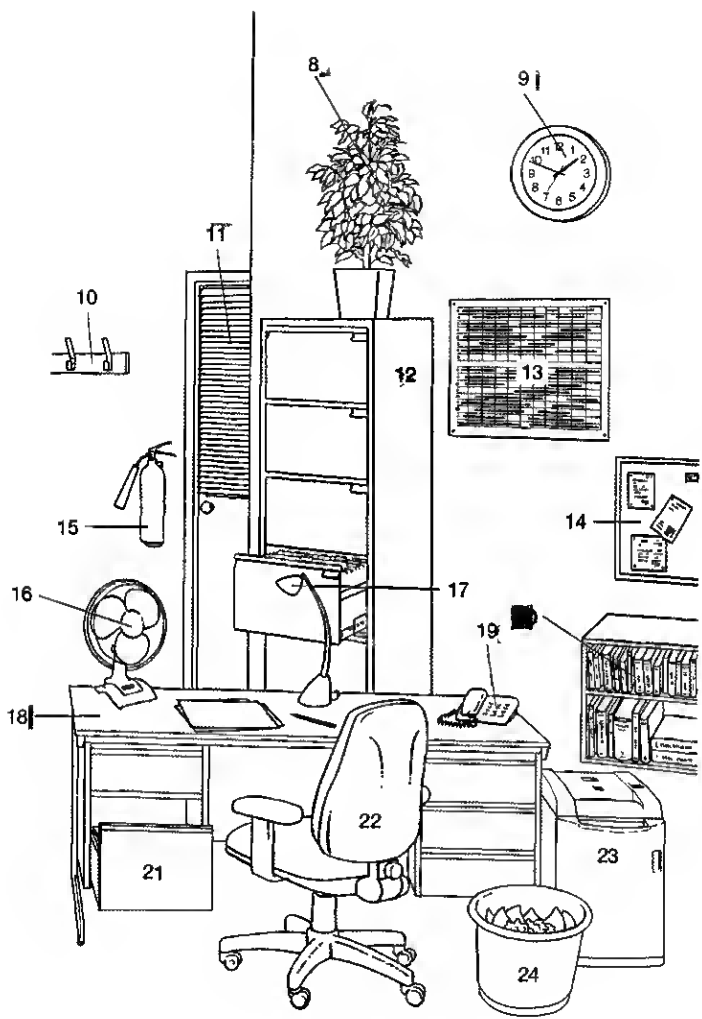
You can practise the vocabulary of office equipment.

Office furniture

Look at the drawings below and on the page opposite and write the numbers 1-24 next to the correct word or phrase.

desk	<u>18</u>	wall planner	_____
swivel chair	_____	lamp	_____
keyboard	_____	fire extinguisher	_____
notice board	_____	mouse	_____
drawer	_____	plant	_____
waste-paper basket	_____	shredder	_____
monitor	_____	coat hook	_____
bookcase	_____	printer	_____
telephone	_____	blind	_____
in-tray	_____	fan	_____
clock	_____	filing cabinet	_____
scanner	_____	personal computer	_____





Stationery supplies

Match the following descriptions with the correct word(s).

- | | | |
|----|--|---------------------|
| 1 | The people who make and supply us with company stationery, business cards, etc. | a recycled |
| 2 | The first page of a business letter is always written on a sheet of paper with this at the top. | b index flags |
| 3 | The special design or way of writing the company name which is found on advertising material, price lists and writing paper. | c notepad |
| 4 | This kind of paper is better for the environment, it's made from waste fibres. | d transparency film |
| 5 | Letters are folded and put in this for posting. | e letterhead |
| 6 | A small piece of paper placed in a package when a letter isn't required. | f printers |
| 7 | This is stuck on a parcel or package for posting. | g compliments slip |
| 8 | When stationery is required this is completed. | h logo |
| 9 | Reminders, notes, dates, times and details are some of the things you can quickly write down in this. | i label |
| 10 | These are perfect for tabbing, indexing and coding pages so you can find them immediately. | j envelope |
| 11 | You will need this if you want to make copies that can be shown on an overhead projector. | k requisition |

1	2	3	4	5	6	7	8	9	10	11
f										

4 Quantities

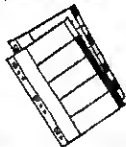
Match up the following quantities with the pictures below

- | | |
|--------------------------|--------------------|
| 1 a ream of <u>paper</u> | 7 a pack of _____ |
| 2 a bar of _____ | 8 a box of _____ |
| 3 a ball of _____ | 9 a can of _____ |
| 4 a set of _____ | 10 a bag of _____ |
| 5 a jar of _____ | 11 a tube of _____ |
| 6 a bottle of _____ | 12 a roll of _____ |

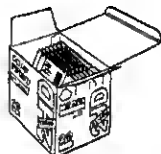
paper clips



plastic folders



string



diskettes



paper



tape



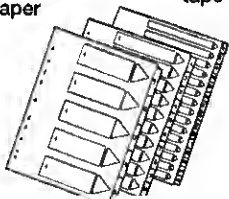
soap



adhesive



glue



file dividers



cleaning fluid



rubber bands



We nearly always join the quantity word and noun with the preposition *of*. The verb which follows is either singular or plural depending on the quantity word and not the noun. For example: The rolls of tape have been ordered (plural). The box of envelopes has arrived (singular).

U Accident prevention

A Fill in the missing words in the instructions. Choose from the box.

ashtrays bend block drawers electrical exit guards
replace securely stand ~~switch~~ top trailing trolley



- 1 Handle equipment as instructed and switch off machines when not in use.
- 2 Avoid having _____ flexes from electrical sockets to machines.
- 3 Do not _____ corridors and gangways with bags and boxes.
- 4 If a machine isn't working properly, do not tamper with _____ parts.
- 5 Read fire notices and know where your nearest _____ is.
- 6 Check that _____ are fitted on machines such as guillotines.
- 7 Smokers must use _____ and not the waste-paper basket.
- 8 _____ the cap on cleaning and correcting fluid bottles immediately after use.
- 9 Make sure equipment is placed _____ on desk tops.
- 10 When lifting things from the floor _____ your legs to avoid back strain.
- 11 Do not carry heavy objects. Use a _____.
- 12 Do not place heavy items in the _____ drawer of a cabinet.
- 13 Do not allow _____ to stick out into gangways.
- 14 Do not _____ on a swivel chair, use a step-ladder.

B Now match each sentence 1-14 with the situations in the drawing and write them in the box below.

1	2	3	4	5	6	7	8	9	10	11	12	13	14
j													

U Safety and security: word building 1

Use the words in **bold** at the end of each of the following sentences to form a word that fits the blank space.

- 1 If you see anything suspicious call the police. **suspect**
- 2 The receptionist should sit facing the _____
so she can see who is coming in. **enter**
- 3 Personal bags and other _____ things should
be locked in a drawer or cupboard. **value**
- 4 If you want to go into the central computer room,
you must get official _____. **authorize**
- 5 Employees and visitors must use their _____
code to enter parts of the building. **Identify**
- 6 Many criminals break in at night so make sure the
windows are _____ locked when you leave
the building. **secure**
- 7 The company will not accept _____ for
any personal items that are lost or stolen. **responsible**
- 8 Many alarm systems use _____ which can
detect body heat or vibrations. **sense**
- 9 A smoke _____ will warn employees if
there is a fire in the building. **detect**
- 10 Computer _____ is of great importance
because company information could be accessed
and used by criminals. **protect**
- 11 The company's insurance will protect
against _____ damage or loss. **accident**



In numbers 3 and 11 above the suffixes **-able**, and **-al** are added to words to form an adjective. Can you think of any other adjectives that end in these suffixes? You can practise more word building in Test 22.

Reference books

Where would you find the information? Write the number beside the source below.

dictionary	<u>10</u>
encyclopaedia	<u> </u>
atlas	<u> </u>
index	<u> </u>
thesaurus	<u> </u>
travel guide	<u> </u>
<i>Who's Who</i>	<u> </u>
manual	<u> </u>
directory	<u> </u>
catalogue	<u> </u>
diary	<u> </u>
brochure	<u> </u>
rail timetable	<u> </u>
World Calendar of Holidays	<u> </u>



'Just a moment, I'll look you up in Who's Who!'

- 1 Is the boss in the office next Thursday?
- 2 Lord Graves has made an appointment to see the boss but who is he?
- 3 What does this flashing light on the photocopier mean?
- 4 What sorts of pens do the suppliers have?
- 5 Will offices be closed in Norway on 2 January?
- 6 I don't know anything about the production of cotton. Where can we find some information about it?
- 7 Where did I file the papers about Juan Antonio Fernandez Ruiz?
- 8 What's the phone number for the book shop?
- 9 We need some general information about new phone systems.
- 10 What does 'thesaurus' mean?
- 11 What time does the first train leave on Monday?
- 12 Where is Trinidad?
- 13 Monika Brass is off to India next week and she needs some information about the country.
- 14 I need another word for 'information'.



Who's Who is a reference book that contains information about people with titles such as *Lord, Lady, Duke, Duchess*, important and/or famous people.

Routines: phrasal verbs 1

A Choose the correct words in the following text.

This is a very happy office so I'm sure you'll get (1) **on**/over with everyone here. I'll ask Ann to show you (2) **round**/across the building later. First of all I'd like to go (3) **ahead**/over a few points with you.

If you can't hear someone very well on the phone ask them to speak (4) **up**/back. If you can't get (5) **across**/through to my office, connect the caller with Jan in room 202 or take (6) **down**/**on** their number and I'll call them (7) **away**/back.

Your first job in the morning is to look (8) **into**/through the mail. You should sort (9) **from**/out the private letters from the business ones.

This will be your desk. When you're filling (10) **in**/off the order forms make sure the prices are correct. If you're not sure about product numbers, look them (11) **over**/up in the catalogue. It can all be a bit confusing but I'm sure you'll soon pick it (12) **up**/out.

I'm going to a conference tomorrow, so could you look (13) **out**/after the slides which I've listed here.

I hope everything is clear, and that you're looking (14) **forward**/ahead to working with us. I'll let Ann introduce you to some of the others and then you can get (15) **on**/down to work.

- B** Now choose the phrase which is similar in meaning to the phrasal verbs numbered on page 11.

- a return the call 7
- b be happy for the future _____
- c start _____
- d learn _____
- e writing the details _____
- f make a phone connection _____
- g discuss _____
- h write down _____
- i find and check _____
- j become friends _____
- k check _____
- l show the most important places _____
- m separate _____
- n speak more loudly _____
- o find and place together _____

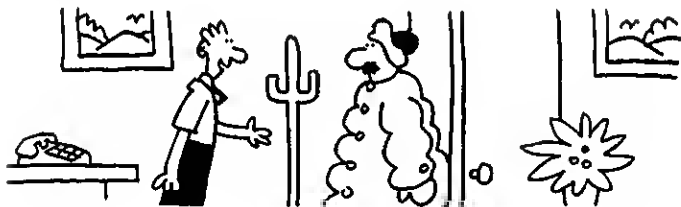


Sort out the private letters from the business ones.

9 Receiving visitors

Look at the visitor's replies then fill in the personal assistant's missing words.
Choose from the following.

- a Would you like something to eat?
- b Can I bring you something to drink?
- c Shall I call a taxi?
- d Can I take your coat?
- e Could I ask you to sign the visitor's book please?
- f Would you like to take a seat?
- g Hello, I'm Maria Cavallir's PA. Pleased to meet you.



'Can I take your coat?'

Personal assistant

Visitor

■	9	Pleased to meet you, too.
2		Yes, thank you.
■		No thank you, I've been sitting all day.
■		Yes please, a coffee would be most welcome.
5		Yes, of course.
■		Thank you, but no. I'm not hungry.
■		No, thank you. I'd rather walk.



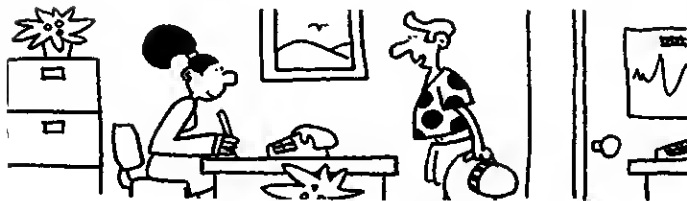
In the UK and the USA, people shake hands when they meet for the first time or when they haven't seen each other for some time. They also shake hands when saying goodbye to these people. They don't shake hands with people they see regularly. What happens in your country?

10 Being helpful

How would you offer to help the visitors? Match sentences 1–14 below with sentences a–n on page 16.

- | | | |
|----|--|----------|
| 1 | I seem to have lost the details of the hotel. | <u>d</u> |
| 2 | I'm going to be late for my next appointment. | _____ |
| 3 | My luggage didn't arrive at the airport. | _____ |
| 4 | I need some local currency. | _____ |
| 5 | How can I get to the town centre? | _____ |
| 6 | I think I'll have to book into a hotel for tonight. | _____ |
| 7 | I need to charge my mobile phone. | _____ |
| 8 | I have to confirm my return flight. | _____ |
| 9 | I'm not sure I can find my way out of this building! | _____ |
| 10 | I have an appointment to see Alana Jones. | _____ |
| 11 | I can't carry all these boxes. | _____ |
| 12 | I have to mail my office. Is there somewhere I can sit to use my laptop? | _____ |
| 13 | My price list is three years old. | _____ |
| 14 | My assistant must have these figures today. | _____ |

- a I'll tell her you're here.
- b I can change some money for you at the bank.
- c If you give me his number, I'll fax them for you.
- d I'll write down the name and address for you.
- e I'll show you where you can plug it in.
- f I'll find a free desk for you.
- g I'll call and see if they've found it.
- h I'll get the porter to help you.
- i I'll show you on a map.
- j I'll get you an up-to-date one.
- k I'll call them and explain you'll be late.
- l I'll show you the way.
- m I'll call the airline and do that for you.
- n I can make a reservation for you.



'My luggage didn't arrive at the airport.'

11 Arranging appointments

Complete the following phone dialogues by choosing the missing lines from the box. Use each line once only.

- | | |
|---|--|
| a) Yes, that's fine. I'll make a note of that. | d) One moment please and I'll check her diary. Would Monday afternoon be suitable? |
| b) Just a moment and I'll check. Yes, Richard's free on Tuesday morning but only until 11.30 a.m. | e) Hello again. |
| c) Thanks for your help and I'm sorry for the confusion. | f) Good morning. This is Sue Chalmers, Richard Bart's PA. |

Sue: (1) f

Alan: Good morning Sue.

Sue: I'd like to make an appointment for Richard to see Helen Grey at the beginning of next week.

Alan: (2) _____

Sue: Yes, fine. Can we say two o'clock in the afternoon at Richard's office?

Alan: (3) _____

Sue: Thanks a lot. Goodbye.

Alan: Bye.

Alan: Hello. This is Alan Walls, Helen Grey's secretary.

Sue: (4) _____

Alan: I'm afraid Helen won't be able to make the appointment which we arranged earlier. I didn't know that she'd already organised something for Monday afternoon. Can we find an alternative time?

Sue: (5) _____

Alan: That would be OK if they could meet at about 9.30.

Sue: Yes, that'll be fine.

Alan: (6) _____

Sue: Don't worry. These things happen.

Alan: Bye.



A secretary, today, is expected to deal with tasks independently and responsibly. A PA (personal assistant) will be expected to make some decisions on behalf of his/her boss.

1 2 Dates and times

Fill in the missing prepositions in the sentences below by choosing a word from the box. Sometimes more than one preposition can be used.

at from by before during to for
between in on until after

- 1 I have an appointment to see Chris Yang at two o'clock on Friday 16th.
- 2 Jules Frost is in New York _____ the moment and I'm unable to make any arrangements _____ he returns.
- 3 She's due back in the office _____ a few minutes if the meeting ends _____ time.
- 4 He's away _____ two weeks, but Ruth Brunnel is dealing with the matter.
- 5 I'm afraid the office will be closed _____ Christmas _____ four days but _____ this time you can ring our emergency number.
- 6 I'll confirm the details _____ Tuesday morning _____ the latest.
- 7 Could you send me details of the conference _____ the same time?
- 8 I'm sorry Barry can't make it _____ the morning but the afternoon would be possible.
- 9 They would like you to speak _____ the beginning of the conference.

- 10 Melissa Charme doesn't work _____ Tuesdays!
- 11 You'll receive the papers _____ the next few days and then we can arrange a meeting _____ a week's time.
- 12 Regine Schmidt won't be available _____ 4th and 10th September.
- 13 Please check the details _____ returning the form.
- 14 It would be best to discuss contracts _____ lunch as the morning agenda is pretty full.
- 15 The training sessions are to take place _____ 26th February _____ 2nd March.



Melissa Charme doesn't work _____ Tuesdays!



At is used with points of time, **in** refers to longer periods of time, **on** is used with particular days or dates.

By six o'clock means six o'clock at the latest but **until six o'clock** means continuation up to six o'clock.

15 Travel arrangements

Choose the best word or phrase to complete each of the following sentences.

- 1 The dates and times of all travel, meetings and events should be listed carefully in the
a) timeplan **b) itinerary** c) calendar d) index
- 2 Always allow enough time for travel _____ between trains and planes.
a) connections b) links c) connects d) lines
- 3 After flying across time zones people often suffer from
a) plane lag b) allergy c) jet lag d) time loss
- 4 Allow extra time for the journey to the airport if the flight leaves around _____ when everyone is going to or from work.
a) busy time b) hurry hour
c) work time d) rush hour
- 5 Most business people prefer to travel with _____ airlines so that they can change their flight, if necessary.
a) normal b) scheduled c) charter d) private
- 6 Having to take a lot of heavy equipment means they will probably exceed the _____ allowed by the airline.
a) baggage allowance b) luggage
c) suitcase level d) load capacity
- 7 Mr and Mrs Trumann want you to book one hotel room with bathroom, so you should book a
a) twin room b) double room en suite
c) connecting room d) single adjoining room

- 8 Remember that departure and arrival times are given in _____ time.
 a) synchronized b) coordinated c) international d) local
- 9 If the directors want to come home as quickly as possible, don't book them on a _____ flight, which will mean staying somewhere on the way.
 a) stopover b) indirect
 c) charter d) stop-and-go
- 10 Flights within your own country are known as _____ flights.
 a) interior b) home c) domestic d) national



Always allow enough time ...



Travel is used as a verb or adjective. *Journey* is used as a noun and refers to the time spent moving from one place to another. *Trip* is a noun and normally refers to the journey and the time spent away from home.

14 Preparations

There are several things which business people need before leaving the office. Complete the following words.

- 1 They will need these before they can check in for their flight. **AIR TICKETS**
- 2 They can't leave the country without one of these. **P _ _ _ _ _**
- 3 This is required for some countries and you will have to apply for this well in advance. **V _ _ _**
- 4 These will help them find their way on the trip. **M _ _ _**
- 5 They'll find some useful foreign words in this. **P _ _ _ _ B _ _ _**
- 6 Write their names and addresses on these and they can fix them to their suitcases. **B _ _ _ _ T _ _ _**
- 7 Overhead transparencies and slides, etc. **V _ _ _ _ A _ _ _**
- 8 Don't forget the documentation in other languages. **T _ _ _ _ _ _ _ _**
- 9 They'll have to take some of these products to show other companies. **S _ _ _ _ _**
- 10 They should have plenty of these in their cases to tell people who they are and who they work for. **B _ _ _ _ _ C _ _ _ _**
- 11 They'll need some money for the countries they're visiting. **F _ _ _ _ C _ _ _ _ _**
- 12 To make that important phone call they'll need their ... **M _ _ _ _**
- 13 And just in case they fall ill they'll need some ... **M _ _ _ _ INSURANCE**
- 14 They'll need this to stay in touch by e-mail and to write reports. **L _ _ _ _**

15 Booking a room

Fill in the missing words in the hotel web page below. Choose from the box.

securely print confirm proposed facilities fax completed en suite
ground-floor reservation availability dietary ~~details~~ alternatives

The Seamer hotel welcomes you to our on-line booking service. To make a booking please enter your

(1) details in the form below. You may use this form to check on (2) _____ or to make a (3) _____.

Please fill in as many details as possible regarding your

(4) _____ stay. If you wish you may alternatively choose to (5) _____ a copy of the form that you can send to the hotel by regular mail or (6) _____. Please ensure the form is fully (7) _____.

We will contact you within 24 hours by phone or e-mail to (8) _____ your booking. Otherwise the hotel will offer possible (9) _____ to you.

All rooms are (10) _____ with shower or bath.

(11) _____ in all our rooms include coffee maker, cable TV, phone and computer connection.

If you have any special requirements, such as a

(12) _____ room, please write them in the box provided. Please indicate if you require vegetarian food or have other special

(13) _____ requirements.

All credit card details will be transmitted (14) _____ from this site.



IO A place to stay: phrasal verbs 2

- A** Choose the verb on the right which is similar in meaning to the phrasal verb on the left.

turn up	have none left
turn down	entertain
try out	enquire about
look into	arrive
take out	accommodate
run out of	evaluate
turn out	reduce
call off	stop
give up	prove to be
put up	cancel

B Now fill in the missing phrasal verbs in the sentences below. Choose from the words on the left above.

- 1 I've arranged for the sales team to be _____ at the Hotel Gran.
- 2 We've never used it before so I thought they could _____ it _____.
- 3 Our clients are complaining about the loud music. Could you _____ it _____ please?
- 4 I hope the Palladium and the Plaza _____ to be as good as the hotel in Central Square.

- 5 The bar at the Royalty Hotel is terrible. They often _____ drinks.
- 6 Paco Hernandez had problems at the Hotel Europe because he didn't _____ until midnight and they'd given his room to another guest.
- 7 I've cancelled the suite at the Kings Hotel because the Prince has decided to _____ his visit.
- 8 I must _____ prices at the Castel Albertine. They say you can get special rates.
- 9 He wants to _____ the group _____ to the theatre tonight.
- 10 The hotels were all full yesterday. I had to _____ looking for a room in a central hotel and get one in the south.



The bar at the Royalty Hotel is terrible!



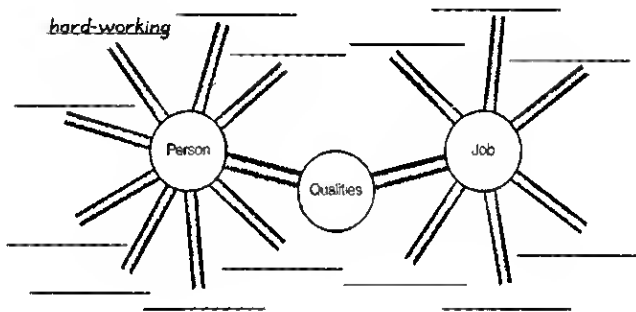
A phrasal verb is a verb combined with an adverb or preposition which can give the verb a new meaning. It is possible for one verb to form combinations with several different particles creating a different meaning for each.

Qualities

- A The adjectives in box A describe the good qualities of a secretary and of a secretarial job. Decide which adjectives describe a person and which describe a job and write them on the solid lines in the spider diagram below.

A

~~hard-working~~ satisfying reliable challenging well-paid calm varied
enthusiastic interesting enjoyable well-organized polite trustworthy sensible



- B The adjectives in box B describe bad qualities and are the opposites of words in box A. Match them with their opposite.

B

deceitful lazy badly-paid unreliable unpleasant boring frustrating
excitable silly monotonous uninterested chaotic dead-end rude

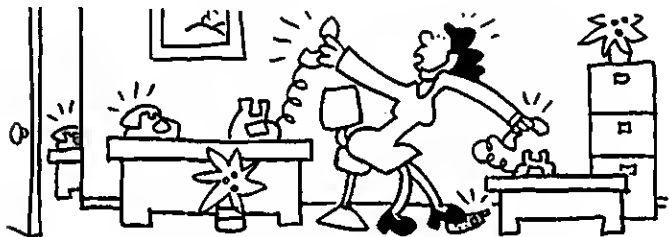


One way to organize vocabulary is to group words together according to topic. The exercise above uses adjectives only but you can mix nouns, verbs, adjectives, adverbs and phrases, too. You can add new words to the diagram as you learn them.

18 Secretarial duties

Which word can be combined with the sets of verbs below? The completed list shows the main secretarial duties.

- | | | |
|----|-----------------------------------|---------------------|
| 1 | welcome, receive, help | V I S I T O R S |
| 2 | browse, surf, download from | _ _ T _ _ _ T |
| | make, connect, answer | P _ _ _ C _ _ _ |
| 3 | arrange, attend, go to | _ _ _ _ I N G _ |
| | read, type, send, fax | _ _ T T _ _ |
| 4 | file, maintain, keep | R _ _ _ D S |
| 5 | receive, pay out, handle | _ A _ _ |
| 6 | control, order, write on | S T _ _ _ _ _ Y |
| 7 | take, type up, distribute | _ I _ _ _ S |
| 8 | arrange, book, confirm, pay for | A _ _ _ _ D A _ _ N |
| 9 | photocopy, complete, process | D _ C _ _ _ _ |
| 10 | schedule, make, cancel | E P P _ _ _ M _ _ _ |
| 11 | process, tabulate, draw graphs of | S T _ _ _ _ _ |
| 12 | send, receive, open, forward | _ A _ _ |



Company departments

Which department is being described? Choose from the box.

accounts finance marketing sales information technology legal
~~production~~ purchasing research and development human resources

- 1 The production department is responsible for manufacturing the products which are then sold.
- 2 The _____ department decides on where to sell the products, how to advertise them and the price.
- 3 The _____ department handles orders for the company's products.
- 4 The employees in the _____ department read, understand and interpret documents connected with the law.
- 5 The _____ department is responsible for paying salaries, employing new staff and keeping files on each employee.
- 6 The people in the _____ department compare prices and discounts from the suppliers and buy materials.
- 7 All the invoices from both purchases and sales are processed in the _____ department.
- 8 The end of year results are analysed, the budget set and short- and long-term loans arranged in the _____ department.
- 9 The experts in the _____ department maintain the company's computer systems, up-date software and develop new computer applications.
- 10 The _____ department improves, adapts and changes the products and works to make technical plans for products for the future.

Choose the best word to complete each of the following sentences.

- 1** Helmut Seddig founded the company in Leipzig in 1978.
- a) created b) founded
c) grounded d) formulated
- 2** The company has been very successful over the last few years and has _____ by 36%.
- a) expanded b) grown up
c) risen d) developed
- 3** The company is now _____ in Chicago in the USA.
- a) rooted b) settled
c) set d) based
- 4** Because company activities have changed they will have to _____ the company.
- a) rebuild b) restructure
c) remake d) remould
- 5** It has become more difficult to sell our services because we have to _____ with larger international companies.
- a) argue b) control
c) compete d) stand
- 6** Because it is increasingly expensive to employ people in Europe, the company has decided to _____ to south-east Asia.
- a) relocate b) transfer
c) export d) shift

7 The company has increased its _____ of products.

- | | |
|--------------|------------|
| a) offer | b) palette |
| c) catalogue | d) range |
-

8 The company began by making bicycles and then _____ into the manufacture of high-quality metal parts.

- | | |
|----------------|------------|
| a) diversified | b) changed |
| c) grew | d) turned |
-

9 Research has shown that people would use our services in Newtown so we're going to open a new _____ there.

- | | |
|---------------|------------|
| a) department | b) arm |
| c) branch | d) deposit |
-

10 The company has decided to _____ the football team because of the publicity it will bring.

- | | |
|---------------|------------|
| a) pay | b) sponsor |
| c) contribute | d) grant |
-

21 Useful adjectives

- A** Add a prefix to each of these adjectives in the box to form an opposite. Use *im-*, *un-*, *in-*, *il-*, *dis-*.

__possible	__friendly	__polite	__comfortable
__honest	__employed	__convenient	__tidy
__happy	__correct	__legible	__legal

Now use one of these adjectives to complete the following sentences.

- 1 This is too difficult, it's simply impossible.
- 2 He should try to be nicer to customers, he's so _____.
- 3 A man or woman could do this job equally well. Anyway, it's _____ to discriminate nowadays.
- 4 I can't read her writing, it's _____.
- 5 I'm afraid there's a mistake. The dates are _____.
- 6 He's got three young children and finds working at night very _____.



He should try to be nicer to customers.

B The following verb prefixes have special meanings.

re- = again

over- = too much

mis- = incorrect

bi- = two

under- = not enough

ex- = former

Add a suitable prefix from the box to complete the following sentences.

- 1 Four people came to the interview but we haven't found a suitable assistant yet. We'll have to ____advertise the position.
- 2 Several people are ill at the moment so we're badly ____staffed.
- 3 She speaks English and Spanish equally well. She's ____lingual.
- 4 You've ____read the sign. It says shop fitters not shop flitters!
- 5 He's working very hard at the moment. I really think he's ____doing it.
- 6 The new office manager is an ~~ex~~banker.



There are only a few rules about prefixes:

- im- is used before some words beginning with *m* or *p*
- il- is used before some words beginning with *l*
- There is sometimes a hyphen after the prefix. Check in a good dictionary if you're not sure.

22 Employment: word building 2

Use the words in **bold** at the end of each of the following sentences to form a word that fits in the blank space.

- 1 We have received several letters of application for the post of receptionist. **apply**
- 2 There's a total of 27 _____ working in this department. **employ**
- 3 I think we should place an _____ in the local newspaper to find a new assistant. **advertise**
- 4 I phoned this company to ask for a job this morning but they haven't got any _____. **vacate**
- 5 She's leaving the company. She handed in her _____ this morning. **resign**
- 6 Are there any chances of _____ within the company? **promote**
- 7 Have you got any _____ in keyboard skills or information technology? **qualify**
- 8 My boss said she was sorry I was leaving and offered to give me a good _____. **refer**
- 9 They're looking for a new administrator to replace Kathl Braun who is taking early _____. **retire**
- 10 We've made an _____ for you to see the human resources manager. **appoint**
- 11 All your duties and responsibilities in this job are clearly described in the job _____. **describe**
- 12 We have regular job _____ where you can also ask questions. **appraise**
- 13 We will ask the selected candidate to confirm his _____ of the post as soon as possible. **accept**



When a suffix is added to a word it changes that word into a noun, verb, adjective or adverb. In the exercise above you have formed some nouns with the suffixes **-tion**, **-ence**, **-ment**, and **-ance**. Can you think of any other nouns which are formed in the same way? Test 6 also gives practice in word building.

23 Job advertisements

What do the abbreviations in the following advertisement mean? Write the full word in the spaces below.

DESIGN CO.

Recep/Sec, 25 hpw, c. £23,200 p.a. pro rata

Famous design company located in the heart of the city requires a bright, outgoing Recep/Sec for their busy reception area. Your day will be very varied. As well as reception duties you will provide admin. support to a lively and successful team. You must have a min. of 50 wpm, experience of wp software (esp. Word 2000) and be able to demonstrate IT skills. Min. 2 yrs exp. in reception also desirable.

For application form call Susanne Appleby and quote ref. no. 96/G41.

Tel: 0 1789 300 20200

- | | |
|----------------------|-------------------|
| 1 Co. <u>company</u> | 10 wpm _____ |
| 2 Recep _____ | 11 wp _____ |
| 3 Sec _____ | 12 esp. _____ |
| 4 c. _____ | 13 IT _____ |
| 5 p.a. _____ | 14 yrs _____ |
| 6 pro rata _____ | 15 exp. _____ |
| 7 hpw _____ | 16 ref. no. _____ |
| 8 admin. _____ | 17 Tel _____ |
| 9 min. _____ | |



If you are invited to a job interview in the UK, don't be surprised if you are asked to take a typing test. Secretaries are generally expected to be able to type at least 55 wpm (words per minute).

24 Two letters

The following extracts are from two different letters: an invitation to an interview and an offer letter offering the job. They are all mixed up. Put them in the right order to produce two correct letters. Write the numbers in the boxes below.

1 We are pleased to say that we were very impressed by your qualifications and your personal manner and are now in a position to offer you the job.

2 We shall be conducting interviews on Wednesday 16 July and ask you to contact us to arrange a suitable time.

3 Dear Ms Cassells
Thank you for your letter of application for the post of personal assistant to the managing director.

4 We look forward to meeting you.
Yours sincerely
Jonathan Dryer
Human Resources Manager

5 We enclose a letter of acceptance for you to sign and return to us within the next seven days.

6 We have now produced a shortlist of four candidates of which you are one, and would like to invite you to attend an interview.

7 We look forward to welcoming you onto our staff and await your reply.
Yours sincerely
Jonathan Dryer
Human Resources Manager

8 Dear Ms Cassells
Thank you for attending the interview for the post of personal assistant to the managing director.

9 We would ask you to bring your qualification certificates with you to the interview.

letter of invitation

offer letter

3				
---	--	--	--	--

--	--	--	--	--

25 Filing equipment

Write the number of each item next to the correct word or words.

suspension file 7

filing cabinet _____

box file _____

lever arch file _____

document wallet _____

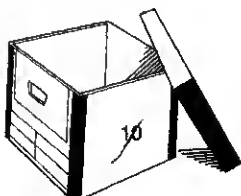
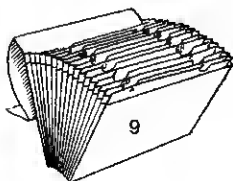
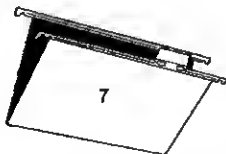
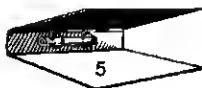
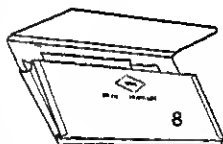
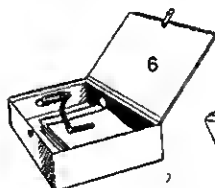
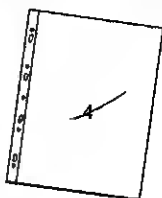
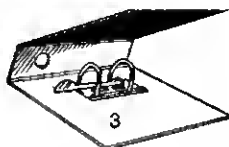
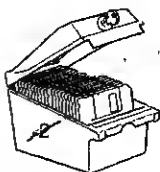
expanding file _____

ring binder _____

plastic pocket _____

storage box _____

disk box _____



26 Filing systems

Which filing system is being used in each of the following? Choose from the list

alphanumerical alphabetical chronological
geographical numerical subject

20th April departures
for London
19th April departures
for Hong Kong / Paris
17th April departures
for New York
17th April departures
for Spain
2002

The South
Northern Province
Eastern Province
City Suburbs
City Area

2

110.97
109.601
107.60
106.35
106.34

Stewart, S
Stewart, B
Stevens, P.A
Stevens, L
Stevens, J.N

4

Electricity
Water
Telephone
Gas
Rent

FAD 275
FAD 103
FAC 222
FAC 129
FAB 345

6

3

5

21 Records

Match the definitions and drawings with the correct words. Choose from the box.

archives disk cross-reference rotary signal
barcode tracer vertical scanner



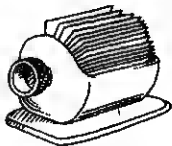
- 1 This is a vertical method of filing.
- 2 A _____ is a note in a file to tell you that you can find more information on the same subject in another file.
- 3 A _____ is a marker you put on a file so that you can see it easily and don't forget. Usually they are brightly coloured so you notice!

- 4 Files which contain historical information are known as the _____.

- 5 Every file in the department is labeled with a _____. It can be read by an electronic _____ which is connected to the computer and records each time the file moves. This means I can see on the computer where a file is at any point in time. I can also see where it has been!



- 6 You need a _____ system to find files which are missing.
- 7 This is a _____ card index.



- 8 Computer data can be stored on _____.

28 Working with records

Fill in the missing words in the sentences below. Choose from the box.

active central code confidential dead destroy ~~sort~~
duplicate keep locate replace shred

- 1 First of all we should sort these papers into different piles.
- 2 We mustn't allow anyone to read these documents. They've been marked _____.
- 3 We use this system of three numbers and five letters to _____ the documents.
- 4 We usually _____ these papers for about six years, and then we remove them from the office.
- 5 We sometimes need the information in these files, so they are still _____.
- 6 The information in those files is old and we don't use them any more. They're _____.
- 7 We have to _____ the old files so that people outside the company don't find the information.
- 8 We use this machine to _____ the old documents into little pieces.
- 9 The manager often wants the files quickly, so we must be able to _____ them immediately.
- 10 We always have to remind Christian to _____ the files in the correct drawer when he has finished using them.
- 11 In this _____ filing department we do all the filing for the whole company.
- 12 We need two copies of these files, so could you _____ them, please?



In the UK, employers are required to keep employment records for two years but records of employer's liability insurance must be kept for 40 years.

29 Photocopying

Choose the best word to complete each of the following sentences.

- 1 Printing on both sides of the paper is known as double-sided copying.
a) two-faced b) both-faced **c) double-sided** d) both-sided
- 2 Most machines can _____ the copies into sets.
a) collate b) collect c) stack d) distribute
- 3 If the paper gets stuck in the machine you have a paper _____.
a) block b) jam c) stick d) halt
- 4 If you want your copy to be smaller than the original use the _____ facility.
a) reduction b) contracting c) slash d) cut down
- 5 Remember that you're not allowed to make multiple copies of published material or you will break the _____ law.
a) licensing b) branding c) copyright d) moral
- 6 You can set the number of copies required by pressing the _____.
a) knobs b) bottoms c) switches d) buttons
- 7 It's necessary to add new _____ from time to time.
a) dye b) colour c) toner d) carbon
- 8 The automatic document _____ means that the machine will take up each piece of paper from the original set automatically.
a) feet b) feed c) food d) feel
- 9 Photocopiers which are computer controlled are known as _____ copiers.
a) smart b) clever c) disk d) laser
- 10 It is usually possible to produce _____ from originals for use on the overhead projector.
a) foils b) plastics c) photographs d) transparencies

30 Machines

Match the machine with its function. Choose from the words below and write your answers in the boxes.

Function

- 1 sorts out the documents into sets
- 2 puts the date and the time on letters which have been received
- 3 prints a stamp on the envelopes which are to be posted
- 4 shakes the papers so that they lie evenly
- 5 cuts open envelopes of letters received
- 6 prepares newspapers for posting
- 7 tells you how heavy a package is
- 8 puts a clear plastic seal over paper to make things like identity tags
- 9 moistens and closes envelopes
- 10 clips sheets of paper together with small wires
- 11 fixes sheets of paper together like a book

Machine

- a weighing machine
- b binding machine
- c jogging machine
- d collating machine
- e stapler
- f laminating machine
- g franking machine
- h sealing machine
- i date and time stamp
- j rolling and wrapping machine
- k letter opening machine

1	2	3	4	5	6	7	8	9	10	11
d										

3 | Facts and figures

Write the number of each item next to the correct word or words

line graph 3

bar chart

histogram

plan

Gantt chart

pie chart

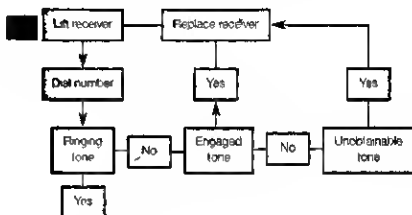
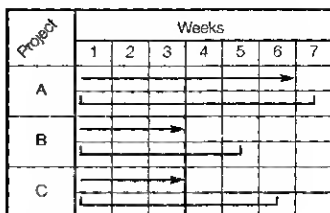
pictogram

flow chart

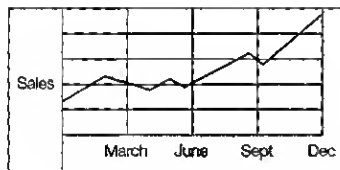
table

map

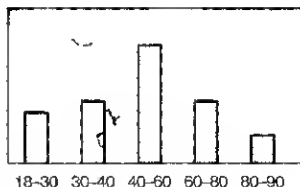
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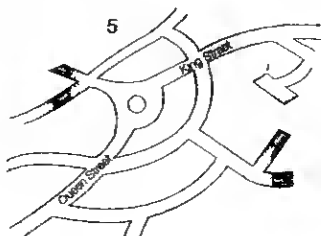
3



4



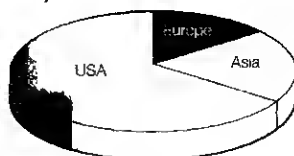
5



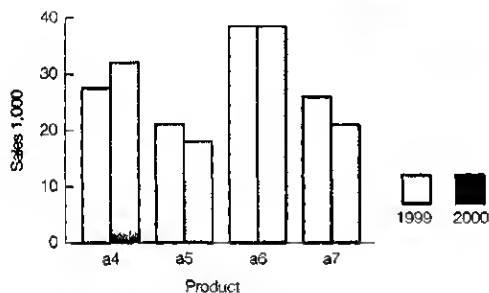
6

Model	Size	Price
HS x 6	24 x 39	679
IPR 9	30 x 39	724
IKM 9	30 x 45	805
IPT 10	33 x 45	815

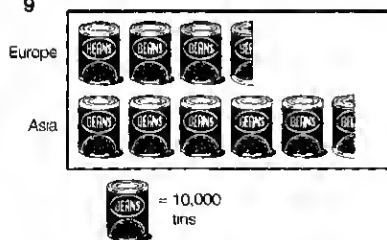
7



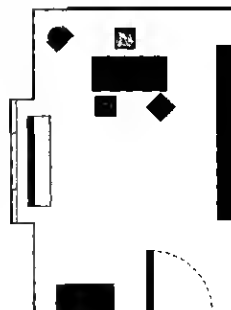
8



9



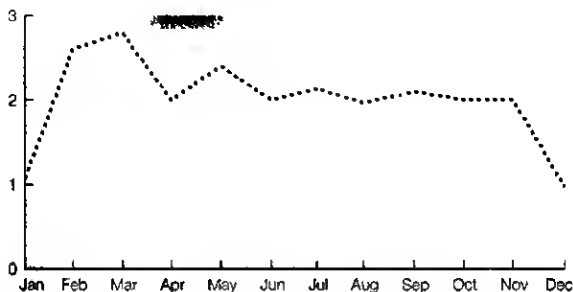
10



Changing trends

Fill in the missing words in the text below. Choose from the box.

dramatic	fall	fell	fluctuated	gradually	improved
increase	low	rise	rapidly	slightly	levelled off



Sales figures 2001

The graph above shows the sales figures for last year. As you can see, the figures varied from one month to the next. At the beginning of the year, sales started very (1) low at 1,000 pieces. However, in January there was a (2) dramatic increase. In February and March, the (3) sales continued but more (4) gradually than in January. April was a bad month with a sharp (5) fall. Sales fell by 1,000 to 2,000 pieces. In May, things (6) improved and there was a steady (7) rise, but in June, sales once again (8) fell. From the beginning of July to the end of October, sales figures (9) fluctuated (10) slightly and then (11) levelled off in November. We then saw sales falling (12) dramatically in December, ending at 1,000 pieces once again.



Prepositions can be very important. For example: Prices rose **by** \$160 dollars to \$290 dollars. **By** gives us the difference between levels. **To** gives us the new level.

33 Telecommunications

Fill in the missing words in the sentences below. Choose from the box.

redial erase codes connect key in digit tone direct
retrieve engaged display extension hands-free ~~local~~
message operator handset wrong number

- 1 A call to someone in the same area is a local call.
- 2 To make a call to another town or country you will need to know the area, country and international _____. Make sure you don't miss out a _____ in the number!
- 3 To make a call from your desktop phone you should pick up the _____ and _____ the number you want; or perhaps you have a phone with a _____ facility.
- 4 If the person you have called is already speaking to someone else you will hear a sound which tells you the line is _____.
- 5 You'll get a _____ if you aren't careful and make a mistake.
- 6 When the phone rings at the other end you will hear a ringing _____.
- 7 Nowadays, you can call most countries _____ but if that's not possible you have to ask the _____ to _____ you.
- 8 If you're not available, callers can leave a _____ on your answering machine or voice mail and you can _____ it later. You can then choose to store or _____ it.
- 9 If you reach a switchboard you will have to ask for the _____ you require.
- 10 You can see the last number you called on the _____. To call that number again simply press _____.

34 Phone communication

Fill in the missing words in the phone dialogues on the opposite page. Choose from below.

- a Could I speak to Philip Harlow, please?
- b Can I ask what it's in connection with?
- c Speaking!
- d Yes please. Can you tell her we are signing contracts tomorrow.
- e Could you ask him to call me this afternoon?
- f I'm afraid she's not available at the moment.
- g I'm afraid we've got a bad line.
- h I didn't quite catch your name. Could you repeat it, please?
- i Shall we say Friday at 10?
- j Thanks for calling.



'I'm afraid we've got a bad line!'

- 1 Can I take a message? *d*
- 2 Yana Nieuwlaat.
From the Netherlands.
- 3 I'd like to speak to Suzie Tam, please.
- 4 Who's calling, please?
- 5 I think that's everything for now.
- 6 Sometime on Friday morning would be best.
- 7 Can I speak to Jo Jaskowicz, please?
- 8 I'd like to speak to someone in the customer service department, please.
- 9 O..., CH....
Z.... SH.
CH....
- 10 He's in a meeting at the moment, I'm afraid.



'I'm afraid' is a polite expression to introduce bad or unhelpful information.
You can also use 'I'm sorry'.



Phone services

Which number should you call? Choose from the box.

Speaking clock 144

Conference Calls 412

Directory Enquiries 003

Electronic Information 111

Emergency 999

Faults 222

~~Mobile Communications 100~~

Operator Services 100

Phone Account 159

Nuisance Calls 555

☒ You would like to arrange for some employees to carry pagers.

199

2 You've had problems with noise on the line recently. _____

3 The phone company has charged you too much for the rental. _____

4 Someone has taken ill and you need an ambulance. _____

5 You want to arrange a call between offices in four different towns. _____

6 Your boss wants access to data regarding the stock exchange. _____

7 You've recently been getting strange calls from an unknown person. _____



8 You need the phone number for a company in the north of the country. _____

9 You're having difficulty getting through to a number. _____

10 You want to check the time on your watch. _____

36 Business communication

Which system is being described? Match the system a-j with its description 1-10. Write your answers in the boxes below.

- 1 People in different locations can talk to each other in a phone meeting.
- 2 You use this system to send text documents from one computer to another.
- 3 As long as they remember to take it with them and to switch it on, you can speak to people wherever they are.
- 4 When you use this system, a small device tells you that someone wants you to contact them.
- 5 Loud spoken messages which will be heard by everyone in a building (for example, at the airport).
- 6 Hundreds of millions of pages of information which can be accessed on a computer.
-  7 A televised system for holding a meeting with people in different locations.
-  8 It scans documents and transmits them over the phone lines.
- 9 A computerized 'mailbox' for recording messages.
- 10 Often used by security to watch what is happening in different parts of the building.

- | | | |
|---------------------------|-----------------------------|------------------|
| a fax | e closed circuit television | h e-mail |
| b ^f voice mail | | i world wide web |
| c tele-conferencing | d ^f mobile phone | j paging |
| d video conferencing | g public address system | |

1	2	3	4	5	6	7	8	9	10
c									

1

[illegible]

1 One of these small pictures on screen will guide you to a different
operation.

3 Use this for working with figures such as writing accounts.

7 This is a document which is sent together with an e-mail.

9 This equipment allows you to copy photographs and pictures
onto the computer.

11 Computer information is known as _____.

12 The screen, the keyboard, and the CPU form the _____.

14 E-mails which you really don't want to receive.

15 You need one of these to allow your computer to talk to other
computers over the phone.

- 16 Random Access Memory (abbreviation).
- 17 The mouse may be connected to one of these sockets at the back of the computer.
- 18 If you want to publish on the internet you'll need your own _____.
- 22 Do this regularly so that you don't lose information.
- 24 Any computer that is open to external access is known as a _____.
- 25 Another word for web page.

Down

- 2 Your computer becomes part of the internet when you go _____.
- 4 Use this to help you find information on the World Wide Web.
- 5 This duplicate copy can be stored on disk.
- 6 Send the mail on after you have edited it.
- 8 Local Area Network (abbreviation).
- 10 This is the connection from one web page to another document or page.
- 11 You do this when you want to save a file from the internet.
- 13 The programmes you can run on your computer.
- 14 Another word for searching the World Wide Web.
- 19 Your computer can't communicate with other computers in this state.
- 20 This abbreviation means that if you put bad information into the computer you will get bad information out.
- 21 With this package you can use text and artwork to produce brochures, etc. (abbreviation).
- 23 One of these in the system could destroy data.
- 26 A problem in the programme is known as a _____.

38 Word processing

Replace the words in **bold type** in the following sentences with a single word. Choose from the box

bullets centred create cutting ~~delete~~ insert edit enter
indented printout pasting undo quit restore font imported

- 1 I'll have to take out this word. delete
- 2 It's useful to be able to put in a table. _____
- 3 You can change words and text in the document on screen. _____
- 4 For this process I'll have to produce a new file. _____
- 5 We'll have to put in this month's sales figures. _____
- 6 I need to put this document back on screen. _____
- 7 You can move pieces of text by taking them out and then putting them back (2 words). _____
- 8 You can choose Arial, Courier or any other style of typeface. _____
- 9 The text can be arranged down the middle of the page. _____
- 10 At the beginning of each paragraph the text can be pushed in a little from the margin. _____

- 11 Graphics and drawings can be brought in
from other sources into the text. _____
- 12 You can put big black dots at the beginning
of each item in the list. _____
- 13 When you've finished you stop working
and close the file. _____
- 14 The boss may want a copy of the text
on paper. _____
- 15 It's possible to reverse the effects of your
last action. _____



The boss may want a copy of the text on paper.



Typing skills (or keyboard skills) are important as word processing skills.
Employers want to see that secretaries can work at speed on the computer
as well as handle software.

39 Meetings

Choose the best word or phrase to complete each of the following sentences.

- 1 You should send your apologies if you are unable to attend a meeting.

a) apologies
c) excuse

b) cancellation
d) comment

- 2 The person in charge who conducts a meeting is called the _____.

a) chairperson b) teller c) conductor d) president

- 3 The official record of what is said at a meeting is known as the _____.

a) records b) minutes c) spec. d) articles

- 4 The people who attend a meeting are known as the _____.

a) attendants b) presenters c) participants d) partakers

- 5 The list of points to be discussed at a meeting is known as the _____.

a) itinerary b) schedule c) agenda d) timetable

- 6 If someone wants to discuss a certain topic and have a decision at the meeting they should put forward a _____.

a) notice b) movement
c) recommendation d) motion

- 7 The person who puts forward a point for discussion is known as the _____.

a) proposer b) delegate
c) candidate d) challenger

For some meetings, you may **need** a certain number of people before it can start. This number is known as a _____.

- a) quartet b) quorum c) quote d) choir

In formal meetings, people wishing to say something will be asked to _____.

- a) address the chair b) speak to the seat
c) present to the front d) deliver an address

10 The meeting may be _____ to a later time if there is no time left or not enough information for a decision.

- a) delayed b) proposed
c) carried forward d) adjourned



You should send your apologies if you are unable to attend a meeting.



Business meetings, in general, tend to be less formal these days. However, public meetings such as the AGM (Annual General Meeting) will still have a very formal style.

40 Introductions and greetings

Fill in the missing words in the dialogues on the opposite page. Choose from below.

- a Pleased to meet you. I'm Annette Braun, personal assistant to Martin Fisch.
- b Thank you. I hope to see you again sometime.
- c Pleased to meet you, Mr Yau.
- d Yes, see you on Thursday. Bye.
- e Good morning, Ms Estell.
- f Hi Edith. I'm fine thanks. And you?
- g Nice to meet you. I'm Davinia Woods-Barnes. Please call me DI.
- h Yes, and you must be Eva Lund?
- i Likewise.
- j Jean-Bernard! It's lovely to be back again.



Hello Eric.
Nice to see
you again.

j

2

Have a
good trip.

3

Good
morning,
Mr Leber.

4

Sylvia, I'd like
to introduce you to
Lee Yau from our Hong
Kong office.

How do you do.
I'm John Dixon,
sales director of
STU Ltd.

6

See you next
week. Bye.

It's been nice
meeting you.

8

My name's
Francesca Contessa.
Please call me Fran.
It's much easier.

Michelle
Schweizer?

10

2

Hello John. How
are you?

41 Agenda

The following phrases are from an internal memo regarding a staff meeting. They are all mixed up. Put them in the correct order in the memo opposite.

- a Apologies for absence
- b Agenda
- c Sales Meeting
- d D. Murphy, Sales Manager
- e Top Marks PLC
- f Any other business
- g Report on revised prices of established products
- h Sales representatives
- i Report on new selling lines for the spring
- j A meeting of sales representatives will be held in the Sales Manager's Office in Bloom Street on Tuesday 12 August at 9.30 a.m. Everyone is requested to arrange their schedules so that they will be free to attend.
- k The agenda is set out below.
- l Minutes of last meeting
- m 31 July 2002.

Memo

To: _____

Date: _____

From: _____

Subject: _____

1. _____

2. _____

3. _____

4. _____

5. _____

42 Reporting 1

Match up the reports with what the people actually said.

- a She said she had no news about the accident.
- b He questioned the figures.
- c She advised them to abandon the project.
- d He thanked everyone.
- e He demanded an answer.
- f She offered to arrange the conference.
- g He blamed the engineers for the problems.
- h She insisted on reading all the reports.
- i She apologised for the confusion.
- j He admitted it had been a difficult year.

1

I'm very grateful
for all you've
done. Thank you.

d

2

3

Can you tell me
where these figures
came from because I can't
believe them?

4

I'd be willing to
arrange the conference
for next year.

I'm afraid the
information you received
wasn't quite right and I'm
very sorry about the problems
which followed.

Yes, it has,
indeed, been a very
difficult year as we can see
from the figures.

He phoned
on Monday, but he wasn't
able to tell *me* any more
about the accident.

It really isn't our
fault that the network isn't
working. The engineers who
installed it must have made
a lot of mistakes.

How long
do you think it will take,
exactly? We *must* have an
answer today.

Forget the
project! You're just
wasting money and you'll
never get a result. You
should abandon
it now.

I want to have
every report on my desk so
that I can read each one.



The verbs **blame** and **advise** are examples of reporting verbs where you must mention the hearer immediately after the verb. For example: He advised **them** to ... Other reporting verbs which must give the hearer after the verb are: **assure**, **inform**, **persuade**, **remind**, **reassure** and **tell**.

In Test 43 you can practise more reporting verbs.

43 Reporting 2

Fill in the missing words in the reported sentences below. Choose from the box.

~~accused~~ agreed commented complained confirmed
congratulated denied enquired reminded suggested

She accused them of unfair competition.

They have reduced their prices and made it impossible for us to compete effectively.

The managing director _____ him on his new position within the company.

Well done! Congratulations! We are very pleased that you've got the new job in the company.

They _____ about the lack of information in the company.

Nobody ever knows what's going on in this company. We get told absolutely nothing.

He _____ whether there were any plans to increase space in the warehouse.

We all know that there isn't enough space in the warehouse and I'd like to ask if there are any plans to build a new one.

The manager _____ everyone to hand in their quarterly figures by the end of the week.

Can you please make sure that you give me the figures for the last quarter before Friday evening.

- 6 He _____ asking Anna Smiley to arrange the conference.
- 7 He _____ to look into the situation.
- 8 She _____ knowing about the operation.
- 9 She _____ briefly on the success of the project.
- 10 They _____ that several jobs would be lost the following year.

How about arrangements for the conference? Could we ask Anna Smiley to do it?

Yes! OK! I'll see what I can do about this situation.

Something must have gone wrong because I know absolutely nothing about the operation. No one told me about it.

The project has now been running for nine months and we are very happy that it has been so successful. Production has improved steadily over the last three months and the work-force are working hard.

You may have heard that several jobs will be lost next year, and I'm afraid that this is true.



When we report what someone has suggested doing, we often follow the reporting verb with an **-ing** clause. For example: He suggested **asking** her to write the report. Verbs which use this structure include: **propose**, **recommend** and **suggest**. The verb **deny** also follows this pattern. For example: He denied **knowing** about the problem.

44 Conference equipment

Write the number of each item next to the correct word or words.

flipchart 2

remote control _____

pin badge _____

video recorder _____

transparency _____

screen _____

microphone _____

laptop computer _____

overhead projector _____

white board _____

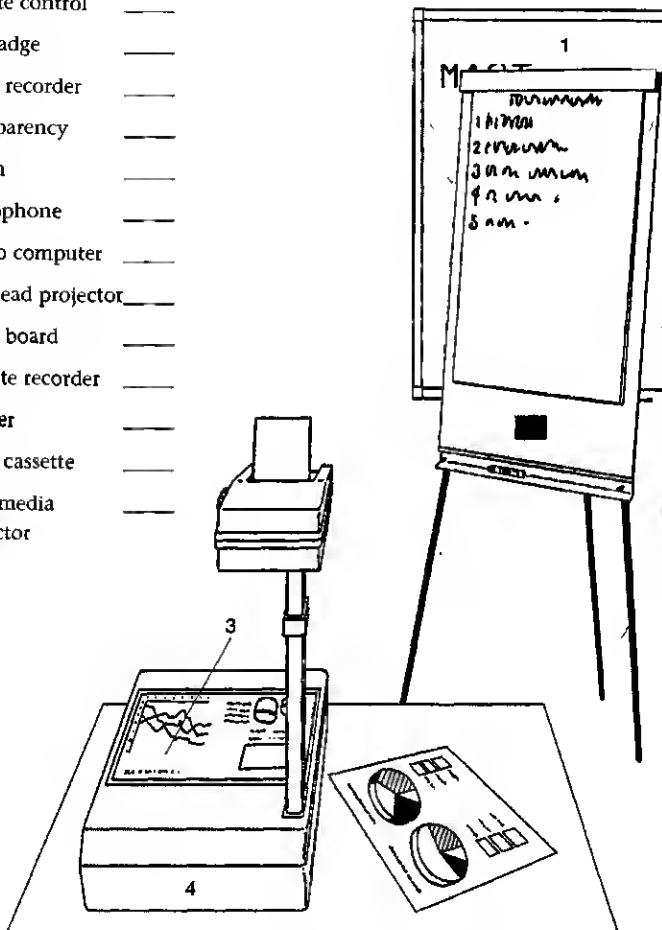
cassette recorder _____

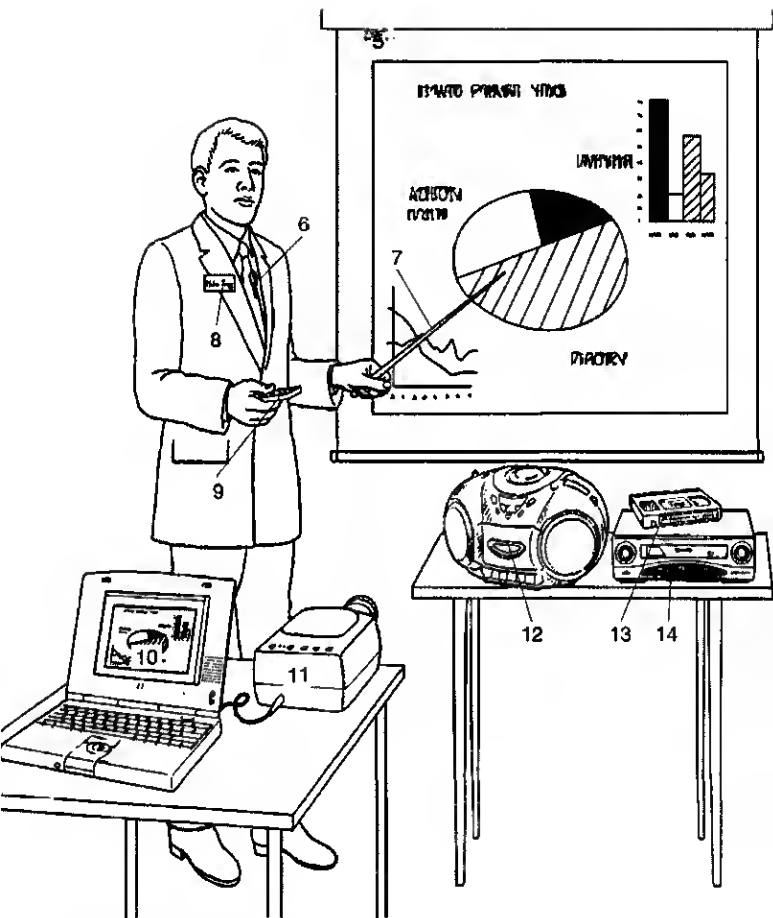
pointer _____

video cassette _____

multimedia _____

projector _____





Research has shown that what is **seen** during a presentation has a greater impact than what is said.

45 Conferences

Fill in the missing words in the sentences below. Choose from the box.

address	annual	attendance	biannual	capacity
concurrent	delegates	finalize	plenary	programme
	speakers	syndicate	venue	

- 1 The people who attend a conference are called the delegates.
- 2 The _____ is the place where the conference is held.
- 3 An _____ conference is organized once a year while a _____ conference is held twice a year.
- 4 When organizing a conference you must find conference rooms which have the necessary seating _____.
- 5 You may need rooms of different size. A _____ room will be required when the whole conference meets in one room. Smaller _____ discussion rooms may be needed for smaller groups of eight to ten. You will need several of these if there are _____ sessions going on at the same time.
- 6 You will have to send out invitations to guest _____ who will _____ the conference.
- 7 In order to organize rooms, tables and chairs, you must first of all have an estimated _____. Nearer the time of the conference, you will have to _____ the number of people.
- 8 When you know who is going to be there you can write out the conference _____ with all the details of each session.

4 / Business transactions

Complete the following words.

- 1 A letter, e-mail or phone call from a customer to a supplier asking for information about products. **E N Q U I R Y**
- 2 A supplier gives prices and details of payment terms in this. **Q U O T E**
- 3 This is sent to the supplier and is normally a printed form with the details of the goods which the customer wishes to buy. **O R D E R**
- 4 The supplier checks the details and promises to deliver by sending this to the customer. **O R D E R C O N F I R M A T I O N**
- 5 This is often enclosed with the goods and lists the goods being supplied. **D E L I V E R Y N O T E**
- 6 This is an official list of goods supplied and a request for payment. **I N V O I C E**
- 7 If something is faulty, or the service is not as expected, the customer may send a ... **C O M P L A I N T**
- 8 This is another word for payment. **R E C E I P T**
- 9 If the customer has been charged too much the supplier will issue a ... **C O U N T E R F E I L D**
- 10 This is the same official letter which is sent to many different people at the same time, often to advertise products. **C I R C U L A R**
- 11 This is the same letter which is sent to many different people but with a different name, address and date. **F O R M L E T T E R**
- 12 Usually at the end of the month the supplier sends this record of goods supplied and payments made to the customer. **S T A T E M E N T**



A **circular** may also be known as a **mailshot**. There is very little difference.

48 The mail room

Write the number of each item next to the correct word or words.

clear adhesive tape

10

pigeon holes

trolley

cardboard tube

polythene envelope

letter opener

corrugated paper

internal envelope

padded envelope

scales

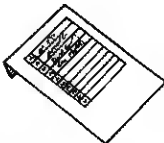
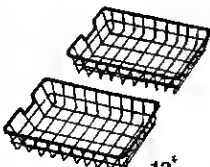
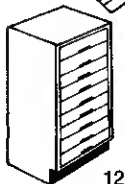
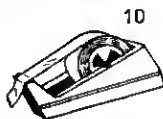
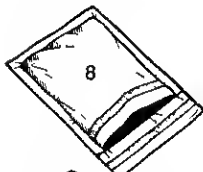
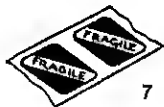
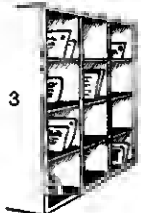
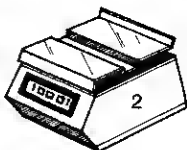
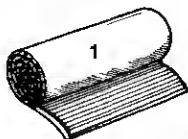
gummed labels

parcel tape

stationery drawers

wire trays

airmail sticker



49 The post

Circle the odd one out in each of the following.

- | | | |
|----|---|---|
| 1 | Letters are ... | sorted, <u>published</u> , delivered, distributed |
| 2 | Letters only to be opened by one specific person are marked ... | personal, private, secret, confidential |
| 3 | Enclosures may be ... | price-lists, brochures, documents, pencils |
| 4 | Incoming mail can be sorted according to ... | signature, for the attention of, subject heading, reference |
| 5 | Letters are sorted into ... | trolleys, stationery drawers, trays, pigeon holes |
| 6 | The person to receive an e-mail is the ... | editor, correspondent, recipient, addressee |
| 7 | For internal mail use ... | memo, circulation slip, routing slip, compliments slip |
| 8 | Correspondence from abroad includes ... | aerogramme, airmail, airdrop, surface mail |
| 9 | Examples of packing material include ... | shredded paper, carbon paper, polystyrene chips, corrugated paper |
| 10 | Examples of labels are ... | Money Enclosed, Fragile, Do Not Bend, Handle With Care |
| 11 | In a cardboard tube you can pack ... | large maps, unframed paintings, brochures, plans |
| 12 | Envelope styles include ... | pocket, window, wallet, ream |
| 13 | Postage is paid with ... | stamps, date stamp, franking machine, freepost |



In a cardboard tube you can pack ...

50 Letter writing

Fill in the missing words in the three letters below. Choose from the box.

let ~~concerning~~ delighted enclose faithfully grateful
writing sorry ask hearing please wishes Could
regret assist

Dear Angela

Thanks for your e-mail (1) concerning the exhibition in Anytown in August.

We are (2) _____ to hear that your company will be taking part and that you will address the opening conference.

(3) _____ you please (4) _____ us have details of all the delegates so that we can prepare security passes? We would also

(5) _____ you to let us have details of the equipment you need for your presentation.

If you need any help with finding accommodation, we would be happy to (6) _____.

Best (7) _____.

J Mates

Dear Sir/Madam

Your company has been recommended to us by a business associate and I am (8) _____ to enquire about your translation services.

My company has recently entered the export market and we need advertising material translated into Chinese, Russian and Turkish.

We would be (9) _____ if you could send us your prices and terms of payment.

We look forward to (10) _____ from you.

Yours (11) _____

J Forms

Dear Mr Kadenza

I was very (12) _____ to hear about your problems with the new super vacuum.

I have investigated the complaint and I (13) _____ to tell you that the problem is the result of faulty operation.

I (14) _____ a copy of the inspector's report with this letter.

If you require us to repair the machine, (15) _____ contact me at the number above.

Yours sincerely

A Body



The problem is the result of faulty operation.



Correspondence is increasingly sent by e-mail today. E-mails tend to be less formal but follow the same format as letters. Letters are used for more formal business communication such as applications, enquiries and replying to complaints.

When you begin a letter **Dear Sir/Madam**, you end with **Yours faithfully**.

When you begin with **Dear Mr/Mrs/Ms Suetake** you end with **Yours sincerely**, **Yours truly**, or **Best wishes** (but not **Yours faithfully**).

51 Easily confused words

Circle the correct word in **bold** in each of the following sentences.

- 1 Everything is in the file **except**/accept the letter we wrote last week.
- 2 This is a very **sensitive**/sensible problem, so please don't discuss it with people outside the company.
- 3 I wondered if you would be willing to attend the meeting on Monday in my place as I'm **not interesting**/interested in the issues.
- 4 The exhibition was a great success with a large **amount**/number of visitors.
- 5 What **else**/more was discussed at the meeting?
- 6 This new computer software should certainly **spare**/save time.
- 7 Could you please send us a **recple**/receipt for the goods we have purchased.
- 8 I'd be grateful if you could call me **sometimes**/sometime next week.
- 9 This company is going to give us **advlce**/advlse on marketing abroad.
- 10 In order to save on costs, you are asked to be **economic**/economical with photocopying.
- 11 We want to ask Ms Keller if she would be so kind as to take **notes**/notices of the points discussed.
- 12 I would like to inform you that the documents have been **passed**/past on to the chief executive.
- 13 We were **hoping**/hopping to see you at the meeting next week.
- 14 The **draught**/draft report will be ready for you to read on Friday morning.

- 15 We would be grateful if you could **check/cheque** that the figures are correct.
- 16 The best place for the conference would be The Grand Hotel due to **it's/its** ideal location.
- 17 Organizing retirement pensions is a **personal/personnel** issue and you should contact **human** resources for further information.



'We are hopping to see you at the meeting ... !'



Some of the pairs of words above sound the same but have different spelling. If you're not sure of the difference, the caption I really did

52 Abbreviations

Fill in the correct abbreviations in the grid on the opposite page.

- 1 After twelve o'clock midday.

- 2 Figure (You see this below an illustration in a book.)

- 3 Association.

- 4 Found at the end of a list and means 'and others'.

- 5 Put this before an example.

- 6 This means 'included'.

- 7 Written at the bottom of a letter to show that some other papers are in the same envelope.

- 8 The opposite of min.

- 9 Number.

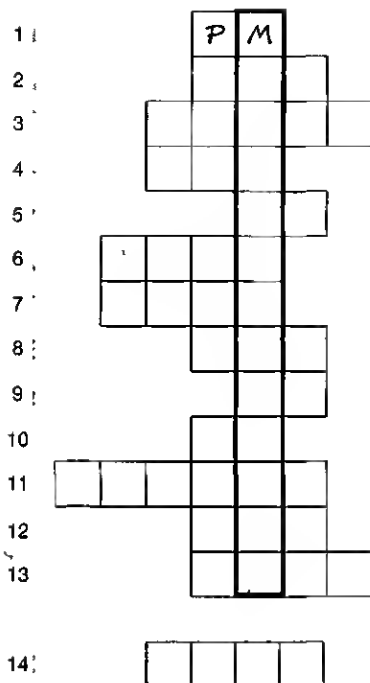
- 10 'that is'

- 11 Used when a measurement or time is not exact. It means 'about'.

- 12 The eighth month of the year.

- 13 Written at the end of an invitation this means you have to send an answer to say you will or will not attend.

- 14 In the centre column you now have a word. What is its abbreviation?



Some abbreviations used in English originate from other languages and contain letters which have no correlation to their English meaning. For example: p.m. (afternoon), rsvp (please reply), e.g. (for example), i.e. (in other words).

33 Official letters

The following phrases are from four letters: a letter on retirement, congratulations on the birth of a baby, condolences on a death and wedding congratulations. They are all mixed up. Put them in the correct order.

- 1 We send you our deepest sympathy at this very sad time.
- 2 We are sure that you will be kept busy and active with your many hobbies and interests in the years ahead and we wish you health and happiness. For the future we wish you all the very best.
- 3 Dear Biserka
On the special occasion of your wedding, we send you our very best wishes.
- 4 We all appreciated him as a friendly and helpful colleague and he will be greatly missed.
- 5 We would like you to accept the enclosed gift from ABAK and wish you every happiness on your wedding day and in the future.
- 6 Since joining the bank, you have been a loyal and dedicated member of staff and have always been respected and admired by your colleagues. Over the years there have been many changes which you have always embraced with enthusiasm. Your sense of humour will be greatly missed in the department.
- 7 We send our best wishes to your family and wish you joy and happiness with the new baby.

Dear Veronika

We are delighted to hear the news of the birth of your daughter and send you our heartiest congratulations.

9

Dear AUSA

We were very sorry to learn of your husband's death which has touched us all deeply.

Dear Juan

After thirty-three years of dedicated service with The International Finance Bank, you are undoubtedly looking forward to your retirement.

Retirement

10

Birth

Death

Wedding



'We would like you to accept the enclosed gift.'



Formal letters sent from senior management are generally short and fairly impersonal.

34 Numbers

Write the number of each item next to the correct word or words.

two thousand three hundred
and ninety-four

3

two three two three nine four

twenty-three centimeters

twenty-three thousand and
ninety-four

twenty-third of March two
thousand

two hundred and thirty-nine
pounds forty

two point three nine four

twenty-three times
ninety-four

twenty-three per cent

twenty-three slash ninety-four

two-thirds

twenty-three plus ninety-four

twenty-three dollars

ninety-four cents

twenty-three degrees

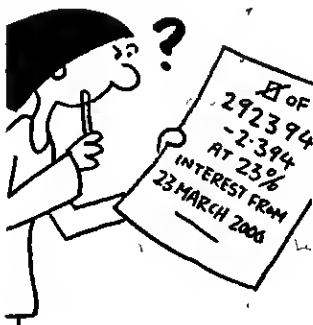
centigrade

twenty-three kilometres

per hour

twenty minus three

- | | |
|------------------|------------------------|
| 1 23×94 | 2 23°C |
| 3 2,394 | 4 \$23.94 |
| 5 23 cm | 6 23 March 2000 |
| 7 $\frac{2}{3}$ | 8 23 kpm |
| 9 2.394 | 10 $23 + 94$ |
| 11 23% | 12 £239.40 |
| 13 232394 | 14 23/94 |
| 15 $20 - 3$ | 16 23,094 |



The list above shows how to read these different numbers when S
Write some numbers of your own and practise reading them aloud

55 Banking

Fill in the missing words in the sentences below. Choose from the box.

overdraft batches execution ~~transaction~~ beneficiary standing order
payee transfer authorization remittance branch interest loan

- 1 Each payment of money either into or out of a bank account is known as a transaction.
- 2 A _____ is when you arrange for the bank to make regular payments of a fixed amount of money.
- 3 Moving money between different bank accounts is known as the _____ of funds.
- 4 When the company needs money to buy new machinery a _____ can be arranged with the bank.
- 5 When you borrow money from the bank, the bank will charge you _____.
- 6 Companies regularly spend more money than they actually have in their accounts so need to arrange an _____.
- 7 Computer banking allows the company to prepare several payments and transmit them together to the bank in _____. But first of all, _____ must be given by two or three officials in the company.
- 8 The person or company who is to receive payment is known as the _____ or _____.
- 9 The big banks will have a _____ in most towns and sometimes overseas too.
- 10 The bank may confirm that payment has been made by sending a _____ advice.
- 11 You can set a future date when you want the bank to begin processing payment by giving them an _____ date.

56 Wages and salaries

Choose the best word or phrase to complete each of the following sentences.

- 1 If a company calculates payment for work done on an hourly basis, they pay wages.

(a) wages b) rebate c) interest d) salary

The money someone gets for work done is known as _____.

a) profits b) winnings c) earnings d) gains

Salespeople are often paid a percentage of what they sell. This is known as _____.

a) commission b) profits c) benefits d) mark up

Companies have to hand over some of their employee's pay to the State every month and so make _____ from pay.

a) reductions b) percentages c) deductions d) takeaways

After this money has been taken off, the employee receives _____ pay.

a) low b) net c) gross d) no

To encourage employees to work harder some companies offer _____ which could be extra money, extra holidays or gifts.

a) carrots b) incentives c) attractions d) motivations

Extra money received for working hard is known as _____.

a) perk b) plus c) profit d) bonus

- 8 When people reach a certain age when they can no longer work they _____.

a) fade b) return c) cease d) retire

- 9 The money which they receive after they stop work is known as _____.

a) pension b) retirement c) allowance d) insurance

- 10 If a woman stops work for a short time to have a baby she has time off work called _____.
 a) baby holiday b) mother time
 c) maternity leave d) motherhood
- 11 The company list of people to be paid is known as the _____.
 a) pay roll b) pay card c) pay file d) pay-in book
- 12 Each employee should be given a small piece of paper to explain exactly how much money is being paid to them and how much has been taken off. This is a _____.
 a) pay card b) pay slip c) statement d) receipt
- 13 More money would be nice, so people hope for a _____.
 a) pay lift b) pay move c) pay climb d) pay rise
- 14 For many people money isn't the most important thing. They think that it is more important to get job _____.
 a) satisfaction b) pleasure c) achievement d) well-being
- Workers who work longer hours than they are normally required are paid _____.
 a) perks b) overtime c) shifts d) redundancy
- Employees who have to travel on business will have their _____ for their hotel bills, food and travel paid back to them.
 a) cheques b) accounts c) expenses d) prices
- The tax which employees have to pay on the money they earn is called _____ tax.
 a) work b) income c) revenue d) rich
- Things such as company cars or cheap travel are special extras for a few employees and are known as _____.
 a) perks b) points c) windings d) savers

57 Buying and selling

Fill in the first and last letters to complete the following words.

- 1 This document asks new customers to pay for the goods before you send them. PROFORMA INVOICEE
- 2 Good customers can order goods and pay later because they are given ... _REDI_
- 3 Customers must pay before being sent more goods if they reach their ... _REDI_ _IMI_
- 4 If the customer doesn't pay by the date agreed, payment becomes ... _VERDU_
- 5 No more goods are sent to the customer and their account is ... _TOPPE_
- 6 A company which cannot pay its accounts will go ... _ANKRUP_
- 7 To persuade a customer to pay on time, you can offer a ... _AS_ _ISCOUN_
- 8 If the customer orders large rather than small quantities of goods you can offer a ... _RAD_ _ISCOUN_
- 9 If a customer's account is not paid, it will eventually become a ... _A_ _E8_
- 10 A customer who pays in money from another country, will pay in foreign ... CURRENC_
- 11 Money from another country will have to be changed into local money using the ... _XCHANG_ _AT_
- 12 The bank charges this to change money. _OMMISSIO_

58 Requests for payment

The following phrases are from ¹three letters: a first and second request for payment and a final demand. They are all mixed up. Put them in the correct order.

- 1

I have waited three months for either your remittance or explanation for the delay but have heard nothing from you.
- 2

Account no. TXG9444.
- 3

We would be grateful if you could give the matter your consideration and let us have your payment as soon as possible.
- 4

We are very disappointed to have received neither your remittance nor an explanation for the delay in payment.
- 5

I have now no alternative but to hand the matter over to my solicitors who will be instructed to start proceedings to recover the money unless I receive payment within the next seven days.
- 6

I have written to you on two occasions concerning the above account which has an outstanding balance of £894.
- 7

We would ask you to settle the account within the next seven days.
- 8

We wrote to you on 30 November concerning our October statement which is still outstanding.
- 9

We refer to our invoice of 6 October ... which is now overdue. A copy of our invoice is enclosed.

first request

second request

final demand

9	
---	--

--	--	--	--	--

--	--	--	--	--	--	--	--



Remittance is a formal word but would still be used in formal letters.

It is a formal word but would still be used in formal letters.

59

Some nationalities
and currencies

Complete the table.

Country	Adjective	Language	Currency
Australia	Australian	English	Dollar
Canada		English/French	
China	Chinese		Yuan Renminbi
	Colombian	Spanish	Peso
Egypt			Pound
France	French		Euro
		German	Euro
India	Indian	Hindi/English	
	Japanese		Yen
Norway		Norwegian	
Russia		Russian	
South Africa	South African		
Switzerland		German/French/ Italian/Rheto Romansch	
Turkey		Turkish	Lira
USA		English	

60 Petty cash

SECTION

Look at the page from a petty cash book and then answer the questions on the next page.

7

receipts £	folio	date	details	voucher	total £	motor expenses £	travel £	postage £	cleaning £	ledger folio	ledger a/c £
150	CB19	Sept 1	cash								
		Sept 2	petrol	1	15	15					
		Sept 3	Braun	2	3		3				
		Sept 5	postage	3	20			20			
		Sept 7	Davy	4	12		12				
		Sept 9	cleaning	5	8				8		
		Sept 9	petrol	6	14	14					
		Sept 12	Jones	7	17		17				
		Sept 13	petrol	8	12	12					
		Sept 17	Van	9	5		5				
		Sept 19	cleaning	10	11				11		
		Sept 25	petrol	11	10	10					
		Sept 26	postage	12	8			8			
		Sept 28	Fox	13	10					PL18	10
					145	51	37	28	19		10
						GL17	GL29	GL44	GL64		
145	CB22	Sept 30	Balance f/d								
295		Sept 30	Balance c/d		150						
150		Oct 1	Balance b/d		295						

- On 2 September £15 was paid out for _____ .
- 2 On 3 September Mai Braun got £3 for _____ .
- 3 The total amount for postage in the period was _____ . ✓
- 4 On 28 September Lucillia Fox's invoice was for £ _____ .
- 5 The cleaning account in the general ledger is number _____ .
- 6 The total of £51 was posted to account 17 in the general ledger for _____ .
- 7 The total amount of money paid out of petty cash in the period was _____ .
- 6 The amount of money in the cash float is _____ .
- 9 On 1 October the amount of money in the petty cash account was _____ .



'Eleven pounds for cleaning.'

British English and American English

British English

accommodation
alter
bill (for food)
biscuit
cheque
cupboard, wardrobe
encyclopaedia
engaged (telephone)
enquiry
fill in
form
handbag
luggage
managing director
note (paper money)
pay rise
phone directory
post
provisional
reception
receptionist
syndicate room
taxi
traveller's cheques
venue
waiter
Yours faithfully

American English

accommodations
change
check
cookie
check
closet
encyclopedia
busy
inquiry
fill out
blank/form
pocket book
baggage/luggage
president
bill
pay raise
phone book
mail
unconfirmed
front desk/front office
clerk, desk clerk
conference room
cab
traveler's checks
locale
water/food service
Sincerely yours/truly yours

Answers

Test 1

stapler	5
staples	6
hole punch	7
scissors	2
paper trimmer	1
foldback clips	10
paper clips	3
drawing pins	9
post-it notes	12
magazine file	8
diary	4
calculator	11
correction fluid	13

Test 2

desk	18
swivel chair	22
keyboard	3
notice board	14
drawer	21
waste-paper basket	24
monitor	1
bookcase	20
telephone	19
in-tray	2
clock	9
scanner	5
wall planner	13
lamp	17
fire extinguisher	15
mouse	4
plant	8
shredder	23
coat hook	10
printer	6
blind	11
fan	16
filing cabinet	12
personal computer	7

Test 3

1 f	2 e	3 h
4 a	5 j	6 g
7 i	8 k	9 c
10 b	11 d	

Test 4

- 1 a ream of paper (500 sheets)
- 2 a bar of soap

- 3 a ball of string
- 4 a set of file dividers
- 5 a jar of paper clips
- 6 a bottle of cleaning fluid
- 7 a pack of plastic folders
- 8 a box of diskettes
- 9 a can of adhesive
- 10 a bag of rubber bands
- 11 a tube of glue
- 12 a roll of tape

Test 5

A

- | | |
|--------------|------------|
| 1 switch | 8 replace |
| 2 trailing | 9 securely |
| 3 block | 10 bend |
| 4 electrical | 11 trolley |
| 5 exit | 12 top |
| 6 guards | 13 drawers |
| 7 ashtrays | 14 stand |

B

- | | | | |
|------|------|------|------|
| 1 j | 2 m | 3 c | 4 f |
| 5 d | 6 n | 7 k | 8 a |
| 9 l | 10 e | 11 i | 12 h |
| 13 g | 14 b | | |

Test 6

- | | |
|------------------|------------------|
| 1 suspicious | 7 responsibility |
| 2 entrance | 8 sensors |
| 3 valuable | 9 detector |
| 4 authorization | 10 protection |
| 5 identification | 11 accidental |
| 6 securely | |

Test 7

- 1 diary
- 2 *Who's Who*
- 3 manual
- 4 catalogue
- 5 World Calendar of Holidays
- 6 encyclopaedia
- 7 index
- 8 directory
- 9 brochure
- 10 dictionary
- 11 rail timetable
- 12 atlas
- 13 travel guide
- 14 thesaurus

Test 8

- | | | |
|--------|------------|---------|
| 1 on | 2 round | 3 over |
| 4 up | 5 through | 6 down |
| 7 back | 8 through | 9 out |
| 10 in | 11 up | 12 up |
| 13 out | 14 forward | 15 down |

- | | | | |
|------|------|------|------|
| a 7 | b 14 | c 15 | d 12 |
| e 10 | f 5 | g 3 | h 6 |
| i 8 | j 1 | k 11 | l 2 |
| m 9 | n 4 | o 13 | |

Test 9

- | | | | |
|------|------|------|------|
| 1 g) | 2 d) | 3 f) | 4 b) |
| 5 e) | 6 a) | 7 c) | |

Test 10

- | | | | | |
|------|------|------|------|------|
| 1 d | 2 k | 3 g | 4 b | 5 i |
| 6 n | 7 e | 8 m | 9 l | 10 a |
| 11 h | 12 f | 13 j | 14 c | |

Test 11

- | | | | |
|------|------|------|------|
| 1 f) | 2 d) | 3 a) | 4 e) |
| 5 b) | 6 c) | | |

Test 12

- 1 at, on
- 2 at, until
- 3 in, on
- 4 for
- 5 for/at/during, for, during
- 6 by/on; at
- 7 at
- 8 in
- 9 at
- 10 on
- 11 in, in
- 12 between/on
- 13 before
- 14 after/during
- 15 from, to

Test 13

- | | |
|------|-------|
| 1 b) | 6 a) |
| 2 a) | 7 b) |
| 3 c) | 8 d) |
| 4 d) | 9 a) |
| 5 b) | 10 c) |

Test 14

- 1 air tickets
- 2 passport
- 3 visa
- 4 maps
- 5 phrase book
- 6 baggage tags

- 7 visual aids
- 8 translations
- 9 samples
- 10 business cards
- 11 foreign currency
- 12 mobile
- 13 medical insurance
- 14 laptop

Test 15

- | | |
|----------------|-----------------|
| 1 details | 8 confirm |
| 2 availability | 9 alternatives |
| 3 reservation | 10 en suite |
| 4 proposed | 11 facilities |
| 5 print | 12 ground-floor |
| 6 fax | 13 dietary |
| 7 completed | 14 securely |

Test 16

- A**
- turn up – arrive
 - turn down – reduce
 - try out – evaluate
 - look into – enquire about
 - take out – entertain
 - run out of – have none left
 - turn out – prove to be
 - call off – cancel
 - give up – stop
 - put up – accommodate

- B**
- | | |
|--------------|-------------|
| 1 put up | 6 turn up |
| 2 try out | 7 call off |
| 3 turn down | 8 look into |
| 4 turn out | 9 take out |
| 5 run out of | 10 give up |

Test 17

- Person:** hard-working (lazy), reliable (unreliable), enthusiastic (uninterested), sensible (silly), well-organized (chaotic), polite (rude), calm (excitable), trustworthy (deceitful)
- Job:** satisfying (frustrating), challenging (dead-end), well-paid (badly paid), varied (monotonous), interesting (boring), enjoyable (unpleasant)

Test 18

- | | |
|---------------|------------------|
| 1 visitors | 8 stationery |
| 2 internet | 9 minutes |
| 3 phone calls | 10 accommodation |
| 4 meetings | 11 documents |
| 5 letters | 12 appointments |
| 6 records | 13 statistics |
| 7 cash | 14 mail |

Test 19

- 1 production
- 2 marketing
- 3 sales
- 4 legal
- 5 human resources
- 6 purchasing
- 7 accounts
- 8 finance
- 9 information technology
- 10 research and development

Test 20

- | | | | |
|------|-------|------|------|
| 1 b) | 2 a) | 3 d) | 4 b) |
| 5 c) | 6 a) | 7 d) | 8 a) |
| 9 c) | 10 b) | | |

Test 21

Impossible, unfriendly, impolite,
uncomfortable, dishonest, unemployed,
inconvenient, untidy, unhappy,
incorrect, illegible, illegal

- 1 impossible
- 2 impolite/unfriendly
- 3 illegal
- 4 illegible
- 5 incorrect
- 6 inconvenient

- 1 re-advertise
- 2 understaffed
- 3 bilingual
- 4 misread
- 5 overdoing
- 6 ex-banker

Test 22

- | | |
|------------------|----------------|
| 1 application | 8 reference |
| 2 employees | 9 retirement |
| 3 advertisement | 10 appointment |
| 4 vacancies | 11 description |
| 5 resignation | 12 appraisals |
| 6 promotion | 13 acceptance |
| 7 qualifications | |

Test 23

- 1 Co. – company
- 2 Recep – receptionist
- 3 Sec – secretary
- 4 c. – circa (approximately)
- 5 p.a. – per annum (a year)
- 6 pro rata – in proportion to a full-time position

7 h/w – hours per week

8 admin. – administration

9 min. – minimum

10 wpm – words per minute typing speed

11 wp – word processing

12 esp. – especially

13 IT – information technology

14 yrs – years

15 exp. – experience

16 ref. no. – reference number

17 Tel – telephone

Test 24

Letter of invitation: 3,6,2,9,4
Offer letter 8,1,5,7

Test 25

- | | |
|-----------------|----|
| suspension file | 7 |
| filing cabinet | 1 |
| box file | 6 |
| lever arch file | 3 |
| document wallet | 8 |
| expanding file | 9 |
| ring binder | 5 |
| plastic pocket | 4 |
| storage box | 10 |
| disk box | 2 |

Test 26

- | | |
|-----------------|------------------|
| 1 chronological | 4 alphabetical |
| 2 geographical | 5 subject |
| 3 numerical | 6 alphanumerical |

Test 27

- | | |
|-------------------|--------------------|
| 1 vertical | 5 barcode, scanner |
| 2 cross-reference | 6 tracer |
| 3 signal | 7 rotary |
| 4 archives | 8 disk |

Test 28

- | | |
|----------------|--------------|
| 1 sort | 7 destroy |
| 2 confidential | 8 shred |
| 3 code | 9 locate |
| 4 keep | 10 replace |
| 5 active | 11 central |
| 6 dead | 12 duplicate |

Test 29

- | | |
|------|-------|
| 1 c) | 6 d) |
| 2 a) | 7 c) |
| 3 b) | 8 b) |
| 4 a) | 9 a) |
| 5 c) | 10 d) |

Test 30

1 d	2 i	3 g	4 c
5 k	6 j	7 a	8 f
9 h	10 e	11 b	

Test 31

line graph	3
bar chart	8
histogram	4
plan	10
Gantt chart	1
pie chart	7
pictogram	9
flow chart	2
table	6
map	5

Test 32

1 low	7 increase
2 dramatic	8 fell
3 rise	9 fluctuated
4 gradually	10 slightly
5 fall	11 levelled off
6 improved	12 rapidly

Test 33

- 1 local
- 2 codes, digit
- 3 handset, key in, hands-free
- 4 engaged
- 5 wrong number
- 6 tone
- 7 direct, operator, connect
- 8 message, retrieve, erase
- 9 extension
- 10 display, redial

Test 34

- 1 d) Yes please. Can you tell her we are signing contracts tomorrow.
- 2 h) I didn't quite catch your name. Could you repeat it, please?
- 3 f) I'm afraid she's not available at the moment.
- 4 a) Could I speak to Philip Harlow, please?
- 5 j) Thanks for calling.
- 6 i) Shall we say Friday at 10?
- 7 c) Speaking!
- 8 b) Can I ask what it's in connection with?
- 9 g) I'm afraid we've got a bad line.
- 10 e) Could you ask him to call me this afternoon?

Test 35

- 1 199 Mobile Communications
- 2 222 Faults
- 3 159 Phone Account
- 4 999 Emergency
- 5 412 Conference Calls
- 6 111 Electronic Information
- 7 555 Nuisance Calls
- 8 003 Directory Enquiries
- 9 100 Operator Services
- 10 144 Speaking Clock

Test 36

1 c	2 h	3 f	4 j
5 g	6 i	7 d	8 a
9 b	10 e		

Test 37**Across**

- 1 icon
- 3 spreadsheet
- 7 attachment
- 9 scanner
- 11 data
- 12 hardware
- 14 spam
- 15 modem
- 16 ram
- 17 serialport
- 18 homepage
- 22 save
- 24 host
- 25 website

Down

- 2 online
- 4 search engine
- 5 backup
- 6 forward
- 8 LAN
- 10 hyperlink
- 11 download
- 13 software
- 14 surf
- 19 offline
- 20 gigo
- 21 dtp (desk top publishing)
- 23 virus
- 26 bug

Test 38

- | | |
|-------------|--------------------|
| 1 delete | 6 restore |
| 2 insert | 7 cutting, pasting |
| 3 edit | 8 font |
| 4 create | 9 centred |
| 5 enter | 10 indented |
| 11 imported | 14 printout |
| 12 bullets | 15 undo |
| 13 quit | |

Test 39

- | | | | |
|------|-------|------|------|
| 1 a) | 2 a) | 3 b) | 4 c) |
| 5 c) | 6 d) | 7 a) | 8 b) |
| 9 a) | 10 d) | | |

Test 40

- | | | | |
|------|-------|------|------|
| 1 j) | 2 b) | 3 e) | 4 c) |
| 5 a) | 6 d) | 7 i) | 8 g) |
| 9 h) | 10 f) | | |

Test 41

(e) Top Marks PLC

Memo

To: (h) Sales representatives

Date: (m) 31 July 2002

From: (d) D. Murphy, Sales Manager

Subject: (c) Sales Meeting

(j) A meeting of sales representatives will be held in the Sales Manager's Office in Bloom Street on Tuesday 12 August at 9.30 a.m. Everyone is requested to arrange their schedules so that they will be free to attend.

(k) The agenda is set out below.

(b) Agenda

- 1 (a) Apologies for absence
- 2 (l) Minutes of last meeting
- 3 (g) Report on revised prices of established products
- 4 (i) Report on new selling lines for the spring
- 5 (f) Any other business

Test 42

- | | | | |
|-----|------|-----|-----|
| 1 d | 2 f | 3 b | 4 i |
| 5 j | 6 a | 7 g | 8 e |
| 9 c | 10 h | | |

Test 43

- | | |
|-----------------|--------------|
| 1 accused | 6 suggested |
| 2 congratulated | 7 agreed |
| 3 complained | 8 denied |
| 4 enquired | 9 commented |
| 5 reminded | 10 confirmed |

Test 44

- | | |
|----------------------|----|
| flipchart | 2 |
| remote control | 9 |
| pin badge | 8 |
| video recorder | 14 |
| transparency | 3 |
| screen | 5 |
| microphone | 6 |
| laptop computer | 10 |
| overhead projector | 4 |
| white board | 1 |
| cassette recorder | 12 |
| pointer | 7 |
| video cassette | 13 |
| multimedia projector | 11 |

Test 45

- 1 delegates
- 2 venue
- 3 annual, biannual
- 4 capacity
- 5 plenary, syndicate, concurrent
- 6 speakers, address
- 7 attendance, finalize
- 8 programme

Test 46

- | | |
|---------------|----|
| receipt | 7 |
| phone message | 6 |
| invitation | 2 |
| order form | 10 |
| fax | 11 |
| certificate | 1 |
| label | 9 |
| letter | 4 |
| guarantee | 8 |
| ticket | 5 |
| business card | 3 |

Test 47

- 1 enquiry
- 2 quotation
- 3 order
- 4 order confirmation
- 5 delivery note
- 6 invoice
- 7 complaint
- 8 remittance
- 9 credit note
- 10 circular
- 11 form letter
- 12 statement

Test 48

clear adhesive tape	10
pigeon holes	3
trolley	11
cardboard tube	9
polythene envelope	4
letter opener	5
corrugated paper	1
internal envelope	15
padded envelope	8
scales	2
gummed labels	7
parcel tape	6
stationery drawers	12
wire trays	13
airmail sticker	14

Test 49

- Published: something normally printed to be sold.
- Secret: information that is only known by a few people.
- Pencils would be packed separately.
- Signature. The others all appear at the head of a letter and would be used to sort the mail. The signature appears at the bottom.
- Stationery drawers contain unused paper.
- Editor is a profession.
- Compliments slips are normally enclosed in external mail.
- An airdrop is when goods are dropped from an aircraft.
- Carbon paper is placed between two sheets of paper to produce duplicate copies.
- 'Money enclosed' would never be written on the outside of a package.
- Brochures are packed in large envelopes.
- Ream is a quantity of paper (500 sheets).
- A date stamp is used to write the date on mail received.

Test 50

1 concerning	9 grateful
2 delighted	10 hearing
3 Could	11 faithfully
4 let	12 sorry
5 ask	13 regret
6 assist	14 enclose
7 wishes	15 please
8 writing	

Test 51

1 except	10 economical
2 sensitive	11 notes
3 interested	12 passed
4 number	13 hoping
5 else	14 draft
6 save	15 check
7 receipt	16 its
8 sometime	17 personnel
9 advice	

Test 52

1 pm	8 max.
2 fig.	9 no.
3 assoc.	10 i.e.
4 etc.	11 approx.
5 e.g.	12 Aug.
6 Incl.	13 RSVP
7 encl.	14 miscellaneous, misc.

Test 53

Retirement 10, 6, 2
 Birth 8, 7
 Death 9, 4, 1
 Wedding 3, 5

Test 54

two thousand three hundred and ninety-four	3
two three two three nine four	13
twenty-three centimetres	5
twenty-three thousand and ninety-four	16
twenty-third of March two thousand two hundred and thirty-nine pounds forty	6
two point three nine four	12
twenty-three times ninety-four	9
twenty-three per cent	1
twenty-three slash ninety-four	11
two-thirds	14
twenty-three plus ninety-four	7
twenty-three dollars	10
ninety-four cents	4
twenty-three degrees centigrade	2
twenty-three kilometres per hour	8
twenty minus three	15

Test 55

1 transaction
2 standing order
3 transfer
4 loan
5 interest

- 6 overdraft
- 7 batches, authorization
- 8 payee, beneficiary
- 9 branch
- 10 remittance
- 11 execution

Test 56

- 1 a) 11 a)
- 2 c) 12 b)
- 3 a) 13 d)
- 4 c) 14 a)
- 5 b) 15 b)
- 6 b) 16 c)
- 7 d) 17 b)
- 8 d) 18 a)
- 9 a)
- 10 c)

Test 57

- 1 pro forma invoice
- 2 credit
- 3 credit limit
- 4 overdue
- 5 stopped
- 6 bankrupt
- 7 cash discount
- 8 trade discount
- 9 bad debt
- 10 currency
- 11 exchange rate
- 12 commission

Test 58

- First request: 9, 3
- Second request: 8, 4, 7
- Final demand: 2, 6, 1, 5

Test 59

Country	People	Language	Currency
Australia	Australian	English	Dollar
Canada	Canadian	English/ French	Dollar
China	Chinese	Chinese	Yuan Renminbi
Colombia	Colombian	Spanish	Peso
Egypt	Egyptian	Arabic	Pound
France	French	French	Euro
Germany	German	German	Euro
India	Indian	Hindi/ English	Rupee
Japan	Japanese	Japanese	Yen
Norway	Norwegian	Norwegian	Krone
Russia	Russian	Russian	Ruble
South Africa	South African	English/ Afrikaans	Rand
Switzerland	Swiss	German/ French/ Italian/ Reto Romansch	Franc
Turkey	Turkish	Turkish	Lira
USA	American	English	Dollar

Test 60

- 1 petrol 6 motor expenses
- 2 travel 7 £145
- 3 £28 8 £150
- 4 £10 9 £150
- 5 64

Word list

The numbers after the entries are the tests in which they appear.

A

absence 41
accept 53
acceptance 22
accidental 6
accommodation 18
accounts 19
accused 43
active 28
address 39, 45
addressee 49
adhesive 4
adjourned 39
admin. 23
admitted 42
advertisement 22
advice 51
advised 42
aerogramme 49
Afrikaans 59
after 12
agenda 39, 41
agreed 43
air ticket 14
airmail 48, 49
alphabetical 26
alphanumeric 26
alternative 11, 15
a.m. 41
American 59
annual 45
answer 18
any other business 41
apologies 39
apologised 42
application 22
appointment 11, 22
appraisal 22
approx 52
Arabic 59
archives 27
arrange 18
ashtray 5
ask 50
assist 50

assoc. 52
at 12
atlas 7
attachment 37
attend 18, 24
attendance 45
Australia 59
Australian 59
authorization 6, 55
availability 15

B

backup 37
bad line 34
badly-paid 17
bag 4
baggage allowance 13
baggage tag 14
balance 58
ball 4
bankrupt 57
bar 4
bar chart 31
barcode 27
based 20
batch 55
before 12
bend 5
beneficiary 55
best wishes 50, 53
between 12
biannual 45
bilingual 21
binding machine 30
birth 53
blamed 42
blind 2
block 5
board marker 44
bonus 56
book 18
bookcase 2
boring 17
bottle 4
box 4

box file 25
 branch 20, 55
 brochure 7, 49
 browse 18
 bug 37
 bullets 38
 business card 14, 46
 button 29
 by 12
C
 c. 23
 calculator 1
 call back 8
 call off 16
 calm 17
 can 4
 Canada 59
 Canadian 59
 cancel 18
 capacity 45
 carbon paper 49
 cardboard tube 48
 cash 18
 cash discount 57
 cassette recorder 44
 catalogue 7
 catch 34
 centigrade 54
 central 28
 centred 38
 certificate 24, 46
 chairperson 39
 challenging 17
 chaotic 17
 check 51
 China 59
 Chinese 59
 chronological 26
 circular 47
 circulation slip 49
 cleaning fluid 4
 clear adhesive tape 48
 clock 2
 closed circuit television 36
 co. 23
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